

## GRAFIK Eye® 4000 Telephone Startup

GRAFIK Eye® 4000 Telephone Startup provides access to a Factory Certified Telephone Startup Technician during normal business hours. This service will include instructions and guidance for a complete system functional test and use of the system programming interface. The Telephone Startup is not to exceed two (2) hours. Telephone Startup must be scheduled at least two (2) business days in advance.

To schedule a Telephone Startup, please contact the Scheduling Department at 1.800.523.9466. Systems purchased with Telephone Startup include a 1-year parts warranty by default. Quoted systems qualify for a warranty upgrade from the 1-year parts warranty to a standard 2-year warranty with online registration by the end user. Go to [www.lutron.com/service](http://www.lutron.com/service) for more information and to register for the warranty upgrade.

### How to Redeem Telephone Startup

- To schedule the initial call, the installer should call Lutron at 1.800.523.9466 and follow the prompts to **Field Service Scheduling**. The Lutron Job Number or Lutron Order Number will be required for scheduling.
- If Telephone Startup (model number LSC-PH-SU-4000) was not purchased with the equipment, it may be purchased separately by calling Lutron at 1.800.523.9466 and following the prompts to **Field Service Customer Service**.
- Telephone Startup includes dedicated telephone guidance by a Certified Telephone Startup Technician occurring between the hours of 8 AM and 5 PM EST, Monday through Friday, not including Lutron Holidays. Calls can be made outside of standard hours for an additional charge.
- Lutron requires two (2) business days notice to schedule a Telephone Startup Service date & time. Shorter notices may incur expedite fees. Calls outside of standard hours may require additional lead time.
- This service may require multiple calls depending on the size of the system and needs of the installer. See **Lutron Responsibilities** on the next page regarding call limits.
- In the event the Telephone Startup is unable to be completed and the installer would like an onsite service visit, the installer must purchase that service. Standard lead times for onsite service apply.

### Installer Responsibilities

#### Prior to initial call

- Install and wire the system per specification, including the termination of all low-voltage wires.  
Note: Bypass jumpers should be left in place until startup.
- Verify correct system installation using the phone startup checklist available at [www.lutron.com/service](http://www.lutron.com/service)
- Ensure that all controlled switch legs are fully lamped, powered, and have been tested prior to startup date.
- Document system layout and desired operation in order to aid in startup.
- Plan startup near the end of site completion. Furnishings and finishes can affect performance and calibration of sensors.
- Verify ability to make and receive telephone calls near all system components.
- Verify that all system components will be accessible by installer during startup.

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Job Name:	Model Numbers:
Job Number:	

**Installer Responsibilities** *(continued)*

**During startup**

- Work should be performed by persons qualified to work on and near line-voltage equipment.
- Observe all safety precautions, labels, and standard practices while interacting with the equipment.
- Have readily available the following tools, including but not limited to:
  - Basic hand tools
  - Multimeter that can measure AC/DC voltage and resistance
  - Pen and paper available to record notes, measurements, etc.

**Lutron Responsibilities**

- A Certified Telephone Startup Technician will call the designated contact (established during scheduling process) within 20 minutes of the scheduled time.
- A Certified Telephone Startup Technician will provide a startup contact and phone number to use in case of disconnection and for follow-up calls originated by the installer.
- Lutron will provide a Telephone Startup Service, as indicated on the purchased Bill of Materials.
  - Telephone Startup call time is tracked in 15 minute increments. Each call placed by Lutron to the installer or from the installer to Lutron will result in a minimum of one 15 minute session being deducted from the “not-to-exceed” amount, regardless of call duration.
  - Continuous telephone contact is not required throughout the Startup process. When appropriate, the Startup Technician may suspend the call to allow the installer to complete certain tasks.
  - At the end of each call session, the Certified Telephone Startup Technician will inform the site contact of the “not-to-exceed” time remaining.
  - Additional time may be purchased should all time be depleted prior to startup completion.

**Typical Startup Tasks**

The Factory Certified Telephone Startup Technician may guide the installer through the following tasks, depending on system configuration:

- Any installation issues will be discussed and the installer will be directed on resolution of these issues.
- System devices and controllers will be addressed.
- System communication integrity will be verified.
- System may be configured as follows:
  - Configure system for installed load types
  - Define areas and zones of control
  - Define wallstation function
  - Set scene levels
  - Set occupancy behavior
  - Configure timeclock

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<b>Job Name:</b>	<b>Model Numbers:</b>
<b>Job Number:</b>	

**Typical Startup Tasks** *(continued)*

- Occupancy sensors will be tested and calibrated. Final calibration is the responsibility of the installer or end-user since it is dependant on furniture placement, HVAC operation, and space usage.
- All controls will be tested for proper operation.

**Exceptions**

- Lutron is not responsible for errors in programming, installation, or any damages related to system installation or startup.
- Replacement of controls or devices damaged due to miswires, incorrect installation, or any other related issue not covered under the Lutron® warranty is the responsibility of the Installer.
- When interfacing Lutron® components with third-party equipment, the Factory Certified Telephone Startup Technician will cooperate with the installer, but may not have specific information on third-party equipment. Lutron is not responsible for the ultimate interfacing and specific performance of third-party equipment when used with Lutron® systems.

**Additional Service Offerings**

Lutron offers additional items that are not included with Telephone Startup, but may be purchased separately.

- **LSC-AF-VISIT** – Aim and focus visit with design team or end user. This visit is typically coordinated by the construction team that includes designers, Lutron, and the end user to set up light levels and adjust fixtures.
- **LSC-SYSOPT** – System optimization visit with end user. This visit is coordinated by the installer or end user to optimize the system performance to specific project details.
- **LSC-WALK** – Start-up agent or design team walk-through visit. The construction team and the agent requiring the walk-through coordinate this visit. This visit is for any type of additional walk-through that is required for job completion.
- **LSC-SILV-IW, LSC-GOLD-IW, LSC-PLAT-IW** – These are extended warranty part numbers for the system per the specification. Warranty information is supplied within the submittal documentation.
- **LSC-TRAINING** – This visit is for additional time on the job for training the end user. The installer or the end user typically coordinates this visit.
- **LSC-AH-SU** – After hours start-up. If normal business hours are not acceptable for start-up, after hours startup can be purchased.

<p>Job Name:</p>  <p>Job Number:</p>	<p>Model Numbers:</p>
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