

# Important Lutron and Nest Product Integration Update (May 7, 2019)

## 1. What is happening with Lutron systems and Nest products?

- a. Google has announced the elimination of its Works with Nest Program, effective August 31, 2019. As a result, Lutron system integration with Nest products will be impacted, making some or all integration features inaccessible starting August 31, 2019.

## 2. Which Lutron products and apps are affected by the elimination of the Works with Nest program?

- a. Products affected include: Caséta by Lutron, RA2 Select, RadioRA 2, and HomeWorks QS systems.
- b. Apps affected include: the Lutron App for the Caséta by Lutron and RA2 Select systems, and the Connect app for the RadioRA 2 and HomeWorks QS systems.

## 3. Which Nest/Lutron integration features are being impacted by the elimination of the Works with Nest program?

- a. Caséta by Lutron and RA2 Select
  - i. Home/Away Assist- Nest can help turn on lights when you come home, or off when everyone leaves.
  - ii. Smart Away/Nest cam person alerts – Lights can be programmed to turn on temporarily when a person is detected.
  - iii. Nest Protect- Activate a scene if Nest Protect detects smoke or CO.
- b. Caséta by Lutron, RA2 Select, RadioRA 2, HomeWorks QS
  - i. Nest thermostat control- monitor and adjust a Nest thermostat directly from the app

**4. When will Lutron systems be affected by the elimination of the Works with Nest program?**

- a. Lutron and Nest product integration will be affected the same day as the Works with Nest program is eliminated – August 31, 2019.

**5. Does the elimination of the Works with Nest program affect the way I use the Google Assistant to control my Lutron system lights and shades?**

- a. No. The Google Assistant will continue to control Lutron systems through voice, the Google Home and Google Assistant apps, and through Home View on Google-enabled smart displays.

**6. Does the Google Assistant provide the same Lutron integration features that exist under the Works with Nest program?**

- a. No. Lutron systems will continue to be controlled by the Google Assistant through voice, the Google Home and Google Assistant apps, and through Home View on Google-enabled smart displays. Lutron will continue to work closely with Google on future integration features as part of its participation in the Works with Google Assistant program.

**7. I've been using my Lutron and/or Connect app to control my Nest thermostat. After August 31, how will I control it?**

- a. After August 31 you will be able to control your Nest thermostats via a Google-provided app. Please refer to Google's frequently asked questions [here](#).

**8. Will customers be able to access any other Lutron-compatible thermostats from the Lutron and Connect apps?**

- a. The Lutron App for Caséta by Lutron and RA2 Select remains compatible with various thermostats from Carrier, Ecobee, and Honeywell.
- b. The Connect app for RadioRA 2 and HomeWorks QS remains compatible with various thermostats from Honeywell.

**9. Do the Lutron-compatible Carrier, Ecobee and Honeywell thermostats offer the same integration features as the Nest thermostat?**

- a. You can control Lutron compatible thermostats from the Lutron and Connect apps in the same way the Nest thermostat is controlled in the app.
- b. Other integrated features unique to Nest products, like Home/Away assist, will not be available in the Lutron or Connect apps.

**10. Can any other cameras, smoke and CO detectors be integrated with Lutron systems?**

- a. Not at this time. Lutron continues to work with best-in-class brands to deliver a superior user experience and expand its list of smart home product integration.

For additional assistance, please email [support@lutron.com](mailto:support@lutron.com) or call Lutron's 24/7 Technical Support Team at 1-800-523-9466.

Click [here](#) to review Google's statement and review their Frequently Asked Questions.