Engraving Process for HomeWorks Keypads

Lutron believes that proper keypad engraving leads to higher customer satisfaction and is an important part of the HomeWorks experience. Therefore, we want to make it as easy as possible for you to deliver this service to your customers.

Final system programming and engraved buttons are normally provided by the Lutron Residential Systems Provider (RSP) who sold and installed the system. Engraving details and button programming are interdependent. The RSP works with the homeowner to finalize the programming and engraving.

If you have questions or changes/additions you would like to make to your system, the RSP is best able to help. If you do not have a RSP that you are working with, click on Where to Buy link at the top of this page, then select "HomeWorks" and enter your zip code to find a certified RSP near you.

Since March 2008, Lutron has bundled the cost of engraving with each keypad. From March 2008 until March 2009, Lutron included prepaid engraving certificates with every keypad shipped. These were redeemed through the HomeWorks Illumination software to order engraved button kits for products purchased.

Effective March 2, 2009, prepaid engraving certificates are no longer required and will not be included with products that ship on or after this date. For each product purchased, Lutron is now issuing one electronic engraving credit to your account. Each engraving credit is redeemable for one engraved button kit. Lutron RSPs can review their engraving credit balance on DIMS (https://dims.lutron.com) or by contacting your Customer Service Representative (1-888-LUTRON1).

Instructions for personalized HomeWorks button engraving for products which include engraving credits*

Redeem Engraving Credits using the Engraving Manager in the Illumination Software revision 1.33.

1. In the Engraving Manger, check the box in the Order Engravings column of the keypads to be ordered. Do not enter anything into the Engraving Certificate Number column.

2. Click the Create Order button to launch the Create Order Guide.
3. In Step 1: Enter your information. Add a note in Special Shipping Instructions indicating that this order is redeeming engraving credits and should be free of charge.

4. The Engraving Bill of Material (BOM) will NOT indicate the order is free of charge. The special instructions will inform Customer Service to verify the engraving credits and place the order for engraved button kits at no charge.

* One engraving credit is accrued on the purchaser's account for each HomeWorks wall-mounted and tabletop keypad, which ships as part of a HomeWorks system. For other keypad types, refer to the HomeWorks Technical Specification Guide. Engraving credits have no cash value.