# Project Closeout Checklist

Lutron representative: _____

Project name:_____

Job number:_____

Date: _____

**Pre Startup Services** – Help to ensure smooth startup on each project. Identify and correct issues in advance to provide a better solution.

| N/A | P | D | Service | Description |
|---|---|---|---|---|
| ❏ | ❏ | ❏ | Integration Visit | Ensures seamless integration with building management systems and/or IT networks – facility rep coordinates a meeting with the Lutron service rep to discuss equipment and integration procedures. |
| ❏ | ❏ | ❏ | Sensor Layout and Tuning | Ensures sensors are correctly located and performing per the defined sequence of operations. Up to two follow-up visits may be used for sensor fine-tuning. |

**Startup Services** – Designed to ensure that the installed Lutron lighting control system operates as designed.

| N/A | P | D | Service | Description |
|---|---|---|---|---|
| ❏ | ❏ | ❏ | Onsite Startup | Lutron service rep works with the project's electrical contractor to set up the lighting control system and train an end-user rep on system operation. |
| ❏ | ❏ | ❏ | Telephone Startup | Achieve startup with reduced cost and shorter lead time – a Lutron service rep guides your facility rep through lighting control system setup. |
| ❏ | ❏ | ❏ | After-hours Startup | Onsite startup performed outside of regular business hours. |

**Post Startup Services** – Get the maximum benefit from your system, even after startup.

| N/A | P | D | Service | Description |
|---|---|---|---|---|
| ❏ | ❏ | ❏ | Onsite Scene and Level Tuning | Lutron service rep meets with your lighting designer and a facility rep to make programming adjustments to the lighting control system. |
| ❏ | ❏ | ❏ | Enhanced Startup Documentation | Lutron service rep provides documentation of system startup including the process that was followed, details on tests that were performed, and test results (not available with phone startup). |
| ❏ | ❏ | ❏ | Onsite Building Walkthrough | Lutron service rep demonstrates full system functionality to facility representatives and the commissioning agent. |

P = Purchased
D = Delivered
N/A = Not Applicable

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| Maintenance – Services to help your system work as expected regardless of building changes. | | | | |
|---|---|---|---|---|
| **N/A** | **P** | **D** | **Service** | **Description** |
| ❑ | ❑ | ❑ | Training Visit | Lutron service rep performs onsite, tailored training for facility personnel. |
| ❑ | ❑ | ❑ | Remote Diagnostics | Lutron service rep logs into your system via an Internet connection to quickly and efficiently identify, and begin to address, any system issues. |
| ❑ | ❑ | ❑ | Remote Programming | Lutron service rep logs into your system via an Internet connection to make changes and adjustments per end-user instruction. |
| ❑ | ❑ | ❑ | Spare Parts Package | Provides installation-specific recommendation for spare parts that are useful to have in stock, enabling facility maintenance team or local contractor to address many system issues and reduce downtime. |
| ❑ | ❑ | ❑ | System Optimization Visit | Lutron service rep meets with facility rep to evaluate system usage and discuss opportunities for efficiency improvements. |
| **Warranty** – Flexible warranty options allow you to customize long-term coverage. | | | | |
| **N/A** | **P** | **D** | **Service** | **Description** |
| ❑ | ❑ | ❑ | 1-Year Limited Warranty | 24/7 technical support, 1 Year 100% Parts Coverage. |
| ❑ | ❑ | ❑ | 8-Year Limited Warranty (available with Lutron factory startup) | 24/7 technical support, 2 years 100% parts and Lutron diagnostic labor coverage, plus 50% parts coverage in years 3-5 and 25% parts coverage in years 6-8. |
| **Technology Support Plans** – Offer 100% coverage for replacement parts and Lutron labor, and remote diagnostics for systems with that capability. Technology Support Plans can be renewed annually for up to 10 years after system startup. | | | | |
| ❑ | ❑ | ❑ | Silver Level | First-available response time for system issues. |
| ❑ | ❑ | ❑ | Gold Level | 72-hour response time for system issues; one annual visit for preventive maintenance and programming. |
| ❑ | ❑ | ❑ | Platinum Level | 24-hour response time for system issues; one annual visit for preventive maintenance and programming. |

*NOT AVAILABLE IN ALL REGIONS

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To purchase additional services, contact your Lutron representative or email
LSCwarranty@lutron.com - US
cotizaciones@lutron.com - LATAM

US Phone: 1.800.523.9466   Fax: 1.610.282.8325
Mexico: 01 (614) 481-1300

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