

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.

P	D	Service	Description
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	Sensor Layout and Tuning	Service 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.

P	D	Service	Description
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	Telephone Startup	Achieve startup with reduced cost and shorter lead time – a Lutron service rep guides your facility rep through lighting control system setup (includes 2-year warranty with end-user registration).
<input type="checkbox"/>	<input type="checkbox"/>	After-hours Startup	Onsite startup performed outside of regular business hours.

Post Startup Services – Get the maximum benefit from your system, even after startup – especially for facilities working toward LEED certification, and where the lighting designer may request changes to the original design.

P	D	Service	Description
<input type="checkbox"/>	<input type="checkbox"/>	Aim and Focus Visit	Lutron service rep meets with your lighting designer and a facility rep to make programming adjustments to the lighting control system.
<input type="checkbox"/>	<input type="checkbox"/>	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).
<input type="checkbox"/>	<input type="checkbox"/>	Onsite Building Walkthrough	Lutron service rep demonstrates full system functionality to facility representatives and the commissioning agent.

P = Purchased
D = Delivered



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Maintenance – Services to help your system work as expected regardless of building changes.			
P	D	Service	Description
<input type="checkbox"/>	<input type="checkbox"/>	Training Visit	Lutron service rep performs onsite, tailored training for facility personnel.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	Remote Programming	Lutron service rep logs into your system via an Internet connection to make changes and adjustments per end-user instruction.
<input type="checkbox"/>	<input type="checkbox"/>	Software Maintenance Agreement	Specifically for Quantum projects, agreement ensures Microsoft® patch compatibility, and extends the software warranty for the duration of the agreement.
<input type="checkbox"/>	<input type="checkbox"/>	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.
<input type="checkbox"/>	<input type="checkbox"/>	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. Standard 2-year warranty includes 24/7 technical support, 2-year parts and diagnostic labor, and first available onsite/remote response time.			
P	D	Service	Description
<input type="checkbox"/>	<input type="checkbox"/>	Enhanced Warranties	<p>Silver – 24/7 technical support, 2-year parts and diagnostic labor plus 50% parts warranty during years 3-5 and 25% parts warranty during years 6-8, first available onsite/remote response time.</p> <p>Gold – 24/7 technical support, 2-year parts and diagnostic labor plus 50% parts warranty during years 3-5 and 25% parts warranty during years 6-8, 72-hour onsite/remote response time, and annual scheduled visits years 1 and 2.</p> <p>Platinum – 24/7 technical support, 2-year parts and diagnostic labor plus 50% parts warranty during years 3-5 and 25% parts warranty during years 6-8, 24-hour onsite/remote response time, and annual scheduled visits years 1 and 2.</p>
<input type="checkbox"/>	<input type="checkbox"/>	Technology Support Plans (TSPs)	<p>Technology Support Plans offer 100% coverage for replacement parts and Lutron labor, and remote diagnostics for systems with that capability. TSPs can be renewed annually for up to 10 years.</p> <p>Silver TSP – first-available response time for system issues.</p> <p>Gold TSP – 72-hour response time for system issues; one annual visit for preventive maintenance and programming.</p> <p>Platinum TSP – 24-hour response time for system issues; one annual visit for preventive maintenance and programming.</p>

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



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