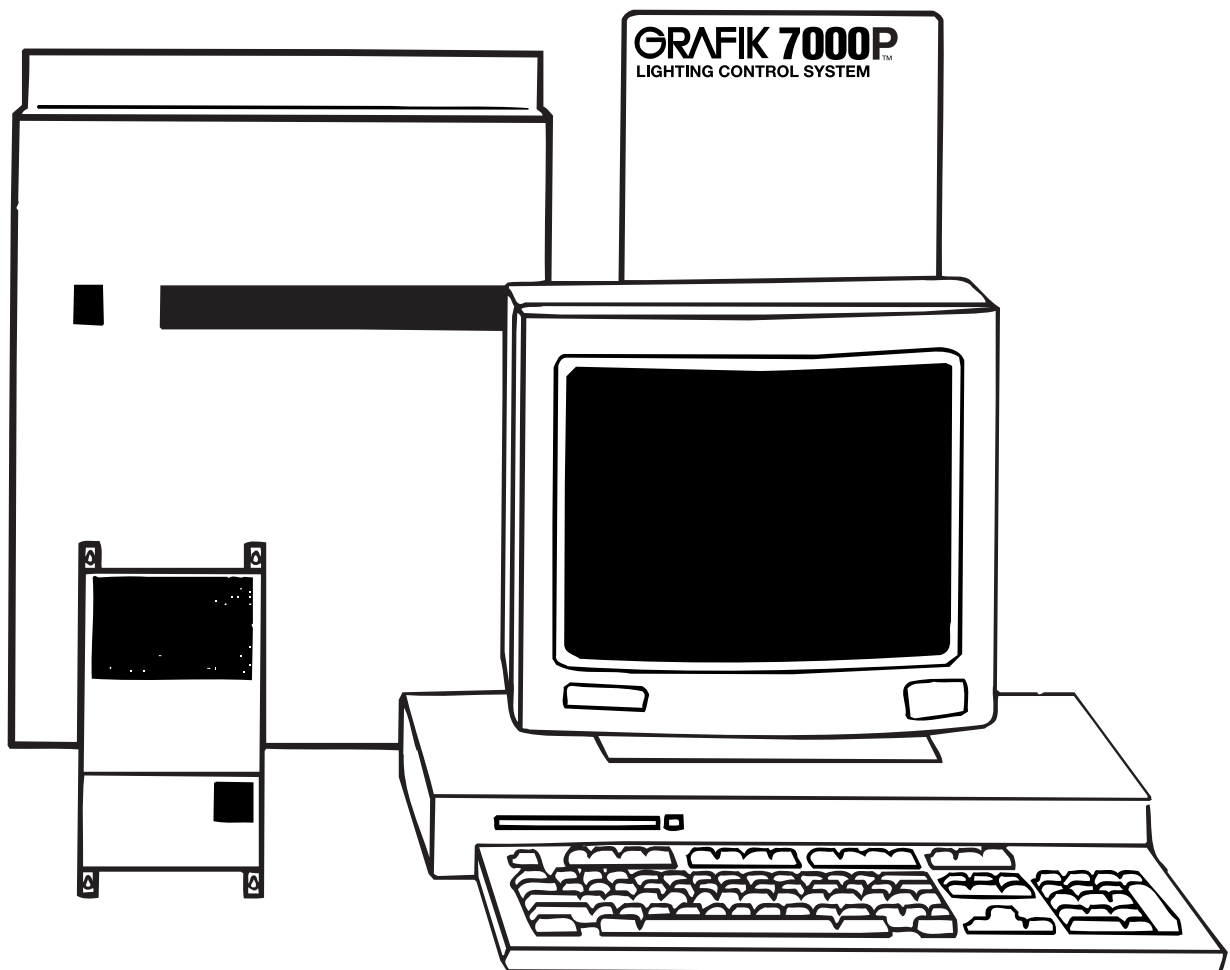


GRAFIK Centralized Lighting Control System

Commissioning and Warranty Guide

ATTENTION: CONTRACTORS!

This guide contains important information about scheduling Lutron field service commissioning visits and system warranty information.



Purpose

Lutron lighting control systems include service visits by Lutron to commission the system.

This guide will explain...

- What commissioning is and what it includes
- When to call for commissioning
- Who to contact to schedule commissioning or service visits

In addition, this guide will cover maintenance and warranty information for Lutron lighting control equipment.

Table of Contents

What is Commissioning?	page 3
1st Visit – Prewire Inspection	page 3
2nd Visit – Startup and Operation	page 3
3rd Visit – Training and Adjustment	page 4
4th Visit – Fine tuning the GUI	page 4
5th Visit – Training and Adjustment	page 4
Scheduling	page 5
System Diagram	page 6
Prewire Checklist (First Visit)	page 7
Items Accomplished at the First Visit (Prewire)	page 7
Startup Checklist (Second Visit)	page 8
Items Accomplished at the Second Visit (Start-Up)	page 8
G7000, G6000, G5000 Start-Up Checklist	page 9
Designing the Graphical User Interface (Third Visit)	page 10
Fine Tuning the Graphical User Interface (Forth Visit)	page 10
Training Checklist (Fifth Visit)	page 11
Maintenance of Equipment	page 12
Service Calls	page 12
Warranty: Panels, Controls and Processor Panels	page 13
Eight Year Limited Warranty	page 14
Lutron Lighting System Computer Warranty	page 15
Warranty Restrictions and Customer Responsibilities	page 16
Phone Service	page 17
Remote Access	page 17
To Contact Lutron	page 18

What is Commissioning?

Commissioning is one of the methods Lutron uses to ensure quality performance of its dimming systems. A factory-trained Lutron Service Engineer visits the jobsite to inspect the system for proper installation and operation, and to train the occupants in system-operation. Due to the advanced features and diversity of Grafik 5000, Grafik 6000 and Grafik 7000 systems, Lutron includes **three to five** on-site visits with the purchase of the system (number of visits is dependent upon the application). Lutron refers to this as 3-visit or 5-visit commissioning. Each visit fulfills specific goals, the ultimate goal being proper operation of the system and customer satisfaction.

Included in this *Commissioning and Warranty Guide* are five checklists. Each checklist corresponds to a specific jobsite visit. It is essential to complete the appropriate checklist before calling Lutron to schedule each visit because certain tasks must be completed prior to each site visit to ensure the goals of the visit can be accomplished.

1st Visit – Prewire Inspection

The chief objective of this visit is to familiarize the electrical contractor with wiring and mounting the various system devices. Typically equipment will not be installed when this visit is scheduled. The contractor should have preliminary ideas for wiring, local wall control, and dimming panel locations. The Lutron Service Engineer will review the preliminary mounting locations for these devices with the electrical contractor, as well as the wiring practices for these devices. The Lutron Service Engineer may then make suggestions for any necessary modifications. In addition, any questions the contractor, owner, or any users have will be addressed.

Although equipment is not installed at this time, the importance of this visit should be stressed. The Lutron Service Engineer can help ensure a successful installation by supplementing the various installation instructions with information provided during the prewire visit. At the conclusion of the first visit, the Lutron service engineer will request the name of the person who will work with Lutron to define the graphical user interfaces if applicable.

2nd Visit – Startup and Operation

The second visit is when the system comes to life. When this visit is scheduled the system should be installed in accordance with the various installation instructions supplied with the equipment and information provided during the first visit. The system should also be powered and, depending on the local controls installed, partially operational. The Lutron Service Engineer will verify proper installation and operation.

This visit has two objectives. First, Lutron will verify that the system has been installed properly. Since the contractor will be present, Lutron's Service Engineer can make any necessary suggestions to ensure proper system operation. The second objective is to verify the entire system is programmed properly and is fully operational. At the conclusion of the visit the customer will enjoy a fully-functioning system, with the exclusion of the graphic images, that will be operational using the ControllIT™ software. If graphical images have been purchased, they will be fully operational at the fifth visit. If graphical user interfaces have not been purchased, the customer will receive one more visit for training purposes (see fifth visit).

3rd Visit–Designing the Graphical User Interface (GUI)

The chief purpose of the third visit is to allow the Lutron Graphical User Project Specialist to work with the owner's designated GUI designer to develop the GUI.

The owner's GUI designer will provide Lutron with the customer's desired graphical images. The Lutron Project Specialist will work with the owner's GUI designer to develop the control strategy and determine how each image will be used. At the conclusion of the third visit, the Lutron GUI Project Specialist will schedule the fourth visit.

4th Visit–Fine Tuning the GUI

The purpose of the fourth visit is for the Lutron GUI Project Specialist to fine-tune the graphical images with the owner's designated GUI designer. At the conclusion of this visit, the fifth visit will be scheduled.

5th Visit–Training and Adjustment

The 5th and final visit has four objectives. The first objective is to download the graphical user interface (if applicable). The second objective is to train the people who will be using the system and answer any questions they have about system operability. This is important to ensure maximum usability, Grafik 5000, 6000 and 7000 systems contain many features that increase the functionality of lighting, but these features are only accessible if the user understands system operation.

The third objective is to ensure overall happiness with the system from purchase to final use. The customer can have a chance to voice praise about or disappointment with the system so we can better serve all our customers in the future.

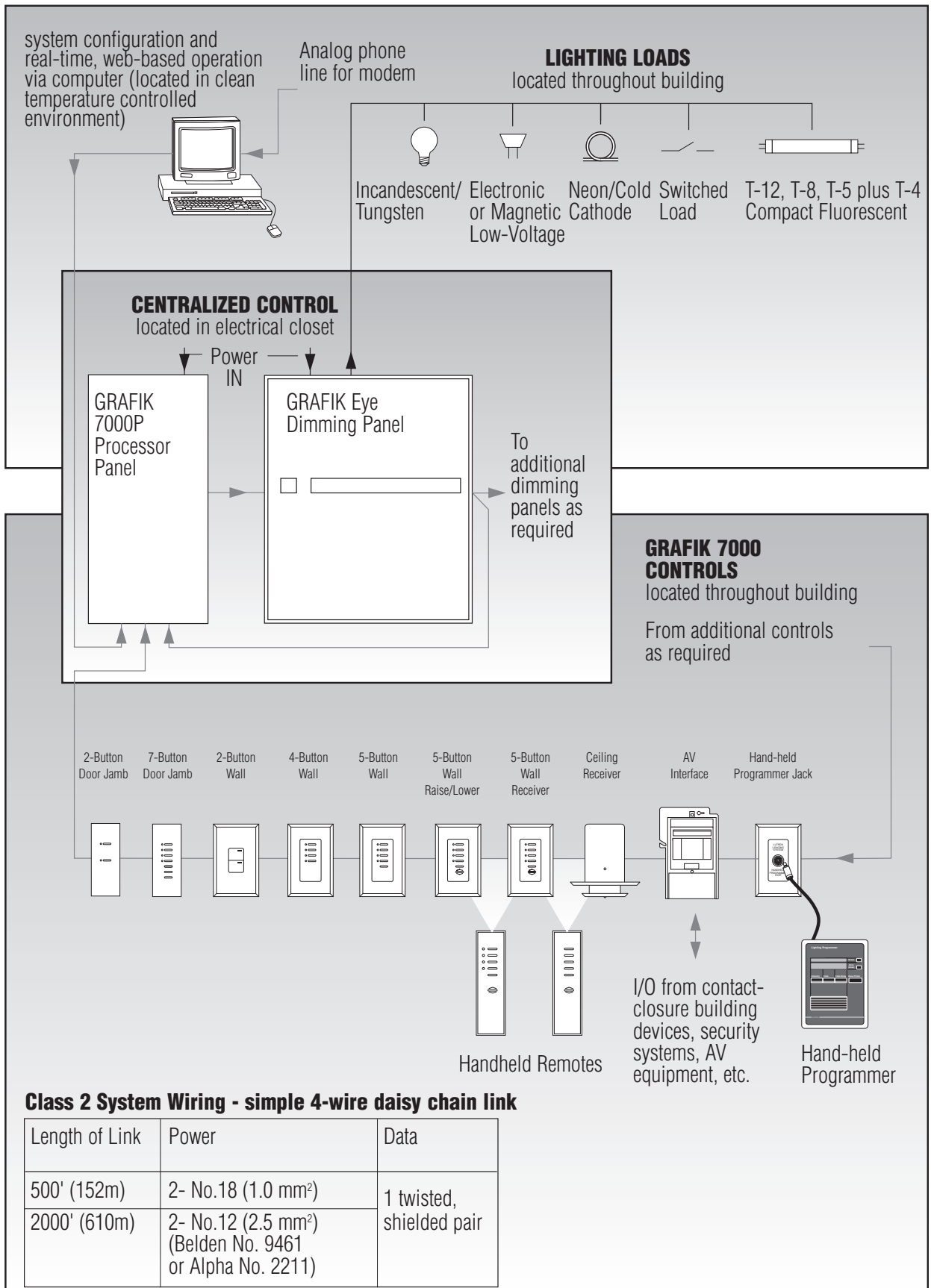
The final objective is to discuss the optional system hardware service plan and the extended warranty or service plan for the Lutron supplied computer and software.

Scheduling

To schedule site visits in the United States or Canada, simply call Lutron's Field Service Scheduling Department toll-free at **(800) 523-9466**. Listen to the menu options and press the number for *Scheduling*. Please have your job number (printed on the Lutron-supplied job drawings) and/or job name ready. Due to the demand for onsite visits, it is necessary to schedule a visit at least ten (10) business days in advance. Upon scheduling the visit, our Field Service Scheduling Department will fax a confirmation.

To schedule a site visit outside the United States, please contact your nearest Service Hub.

Lutron CB	Coopersburg, PA	tel. 610-282-3800 fax 610-282-0298
Lutron EA	London	tel. 44-171-702-0657 fax 44-171-480-6899
Lutron GL	Singapore	tel. 65-487-2820 fax 65-487-2825
Lutron AK	Tokyo	tel. 813-5405-7333 fax 813-5405-7496



Prewire Checklist (First Visit)

The first visit should be scheduled when:

- Walls and floors are erected
- Controls and dimming panels are ready to be mounted
- Wire and low-voltage cable is ready to be pulled
- Conduit sizes and locations have NOT been finalized

Persons to be available for this visit include:

Lutron Service Engineer
Electrical Contractor
Owner's Representative
Local Lutron representative

The first visit typically takes 1 to 2 days to complete.

Items Accomplished at the First Visit (Prewire)

The following items will be reviewed:

- Feed and load wiring requirements for panels
- Panel locations and installation
- Low voltage wiring requirements such as cable type, daisy-chaining panels and controls, maximum wire length, and link terminations
- Wall control locations and addressing
- Separation of power and low voltage data wiring
- Wire terminations and labeling
- Wiring and mounting of special equipment such as occupant sensors, daylight sensors, etc.
- Connections or integration to other manufacturers equipment
- Compatibility of load types with Lutron equipment, and dimming fluorescent basics if applicable
- Requirements for analog phone jack and NTOMX-62J
- Submittals and load schedules, and revise or complete if possible
- Project schedule, including contractor completion dates, building opening dates, predicted end-user training dates, contact names and numbers, etc.
- Name of graphical user interface designer (owner's representative)

Startup Checklist (Second Visit)

The second visit should be scheduled when:

- All panels, wall controls, and other pieces of equipment are fully installed and wired in accordance with all applicable installation instructions
- All lighting fixtures are permanently installed and wired, and lights may be turned on with each load breaker (bypass jumpers should still be in place in panels)
- Lutron personnel can freely verify system operation, check wiring, turn breakers on and off, etc.
- The Start-Up checklist on the following page has been completed and faxed to Lutron
- The most current load schedule and control information has been supplied to Lutron to accurately program system database prior to performing the Second (Start-Up) visit

Persons to be available for this visit include:

Lutron Service Engineer
Electrical Contractor

The length of the second visit is dependent upon project size and complexity.

Items Accomplished at the Second Visit (Start-Up)

The Lutron service engineer will:

- Verify proper feed and load wiring at panels
- Verify proper panel mounting
- Check panels for proper load types and currents
- Remove bypass jumpers
- Address panels and check low voltage data link connections
- Energize Lutron processor and upload necessary databases
- Verify proper wall control mounting, wiring, addressing, and location according to Lutron diagrams
- Verify operation of every control and circuit in the system
- Verify operation of Lutron's integration equipment (does not include commissioning of other manufacturer's equipment with which Lutron is integrating)
- Verify operation of system computer (if included)
- Verify operation of modem and test remote access
- Obtain sign-off on system function excluding graphical user interface
- Identify the owner's GUI design contact

G5000, G6000, G7000 Start-Up Checklist

To: Lutron Service Hub (See Back Cover for Fax number of nearest location)
In US or Canada fax to 610-282-0298
Attn: Field Service Scheduling

For the Contractor:

IMPORTANT: Please ensure that the system is ready for Start-Up by checking that the following items are complete. If an additional visit to the job site or excessive time is required due to incomplete installation, additional charges will be incurred. Upon completing this checklist please Fax to the nearest Service Hub (in US fax to 610-282-0298) to schedule the Start-Up visit.

Check (✓) all completed items:

- Installation instructions and system notes on the Lutron drawings have been fully read and understood. Note: This is important as the dimming equipment may require special installation considerations.
- eLumen™ Manager being used to control the G5000, G6000 and G7000 control panel meets the Lutron eLumen™ Manager specifications. If your eLumen™ Manager was supplied by Lutron as part of the system this specification has been met. Note: If you are using a “customer supplied” computer you must be sure you meet the specification. For “customer supplied” computer’s the customer assumes the responsibility for selecting a computer that meets the specification and agrees to pay for additional Field Service days or visits to site for any problems that are associated the computer and its compatibility with the G5000, G6000 and G7000 system.
- The eLumen™ Manager is located in a finished area that is within 10 feet (3 meters) of a Lutron Computer Port (model number NTOMX-62J). Note: If using a “customer supplied” computer then the computer must be set up, configured, and running with WINDOWS 2000 installed according to the G5000, G6000 and G7000 computer specification.
- Control panels and all control stations have been installed and wired in accordance with the installation instructions.
- Dimming and switching panels have been mounted in accordance with installation instructions and the factory bypass jumpers HAVE NOT been removed. Unauthorized removal of the bypass jumpers will VOID the warranty.
- Permanent Normal (non-essential) and/or Normal/Emergency (Essential) feeders are connected to the panels.
- All load circuits are working in bypass mode and are correctly and permanently lamped.
- There have been no changes to the load schedules or control schedules.
- An Owner’s representative has been informed of the requested date for Start-Up service and will be available for system operation and maintenance instruction.
- Owner’s representative for the GUI design is identified and available (if applicable).

Job Number: _____ Requested Start-Up date: _____

Signature: _____ Today’s date: _____

Printed Name: _____

Tel Number: _____ Fax Number: _____

Designing the Graphical User Interface (Third Visit)

The third visit should be scheduled when:

- Permanent staff have used the system
- The owners GUI design representative has been identified and is familiar with system operation.
- GUI images have been identified

Persons to be available for this visit include:

Lutron GUI project specialist
System operator
Owner's GUI design representative

Items accomplished at the third visit:

- Train system operator on system operation
- Obtain images for GUI screens
- Work with the GUI design rep to develop the graphical control strategy
- Mark-up of GUI images
- Schedule fourth visit

Fine Tuning the Graphical User Interface (Fourth Visit)

The fourth visit will take place on the date selected during the third visit.

Persons to be available for this visit include:

Lutron GUI project specialist
System operator
Owner's GUI design representative

Items accomplished at the fourth visit:

- Review operation of GUI screens
- Fine tune GUI images /control
- Obtain sign-off on GUI screen design
- Confirm all other building systems and operations
- Schedule fifth visit

Training Checklist (Fifth Visit)

For the fifth visit, Lutron requires that the full system functioning can be demo'd without concern that the light levels are changing.

Persons to be available for this visit include:

Lutron service engineer
Maintenance staff
System operators

The fifth visit will typically take 1 to 2 days to accomplish

Items accomplished at the fifth visit (training)

The Lutron service engineer will:

- Download the graphical user interface if applicable
- Train end-users on system operation
- Train end-users on setting scene values and timeclock events
- Train end-users on changing area, scene, and zone names
- Train end-users on advanced functions if applicable
- Review warranty information
- Review system maintenance
- Review contact information for Lutron, including toll-free number, hours of operation, what information is needed when calling, etc.
- Review service options, including telephone support modem, and service visits

Maintenance of Equipment

Contact your nearest Service Hub for details on service contracts that are available.

Controls

- Clean front surface of control with a soft towel moistened with a mild soap solution (non-ammonia based). Do not spray cleaning solution onto the control as it may reach internal components and could cause improper operation.

Dimming/switching panels

- Clean any dirt from air vent openings with a vacuum and check for obstructions which may obstruct air flow. Maintain 6 inches (150mm) of unobstructed area on top, bottom, and front of panels.
- If any extra wire is brought into the panel be sure that all metal chips, wire strands, insulation and other foreign debris is thoroughly removed before reapplying power.
- In the unlikely event of damage to dimming equipment, install the bypass jumper into the terminal blocks of the affected circuit (reference installers guide provided with the panel). This will bypass the dimming equipment on the circuit and apply full power to the fixtures.

Fixtures

- It is important that lamps are maintained properly to prevent what may appear as dimming equipment malfunctions. When lamps begin to fail on a circuit, Lutron recommends group relamping of the entire circuit.
- Fluorescent lamps must be burned in at full light output for at least 100 hours to achieve proper dimming performance.

Service Calls

For any questions or problems after the systems training visit please contact your nearest Service Hub (in US dial 800-523-9466) with the following information:

- Project job number
(located in the upper left corner of the G-5000P, G-6000P or G-7000P panel or inside left on dimming panels)
- Details of the question or problem
- Name and phone number of job site contact

For advanced troubleshooting the Lutron supplied PC must be connected to the G6000 panel with the diagnostic software running and the phone line connected to the modem.

Notes:

- 1] If a system is out of its Warranty period then Lutron will require a Purchase Order prior to scheduling a site visit.
- 2] Lutron does not supply system schematics or part specifications to outside customers or contractors.

Warranty: Panels, Controls and Processor Panels

Lutron warrants each new system for a period of two (2) years from the date of start-up of the equipment by one of Lutron's direct service representatives, to be free from defects in material and workmanship under the conditions of normal use and specified ambient temperature when installed and operated under Lutron product specifications in accordance with the applicable National Electrical Code and Safety of Standards of Underwriter's Laboratory.

This warranty covers the diagnostics of problems with the dimming systems and the cost of labor (except as provided below) for repair, replacement, or adjustment (at Lutron's option) of any and all Lutron components, as necessary to restore the dimming system to normal operation.

However, this warranty does not cover:

- 1] Damage or malfunction diagnosed by Lutron's qualified service representative as due to abuse, misuse, or accident, such as:
 - a. Use of incorrect line voltages;
 - b. Use of incorrect fuses;
 - c. Failure to follow operating instructions provided by Lutron;
 - d. Failure to maintain and operate equipment in accordance with applicable National Electrical Code provisions, and with Safety Standards of Underwriter's Laboratories;
 - e. Failure to maintain equipment under specified ambient temperature;
 - f. Unauthorized repairs or adjustments;
 - g. Vandalism
 - h. Fire, flood, "Acts of God", and other problems beyond the control of Lutron.
- 2] Labor costs to remove and reinstall electronic fixture packs or ballasts.
- 3] Components and equipment external to the dimming system, such as:
 - a. Lamps;
 - b. Non-Lutron ballasts, sockets, and fixtures;
 - c. Wiring between ballasts and lamps;
 - d. Building wiring between the dimmer panels and the lamps;
 - e. Building wiring between the controls and the control or dimmer panels;
 - f. Time clocks;
 - g. Audio-visual equipment;
 - h. Motion detectors.
- 4] Unauthorized repairs or adjustments.
- 5] The cost of repairing or replacing other property that is damaged when the dimming systems does not work properly.

The forgoing warranty and optional remedies are exclusive and, except for the foregoing warranties, THERE ARE NO EXPRESSED OR IMPLIED WARRANTIES OF MERCHANTABILITY OR OF ANY OTHER TYPE. In no event shall Lutron or any other seller be liable for consequential or special damages, nor for any repair work undertaken without its proper written consent, nor shall Lutron's liability on any claim for damages arising out of or connected with the manufacture, sale, installation, delivery, or use of said unit ever exceed the price paid therefore.

Eight-Year Limited Warranty

Lutron will issue credit against the purchase price of replacement parts upon return of the defective parts at the following rates:

- 100% For the first two years of operation from the time of Start-Up
- 50% For years 3, 4 and 5 of operation
- 25% For years 6,7 and 8 of operation

Service calls not covered by the Lutron Warranty:

- 1] No service will be rendered under this warranty for equipment not commissioned by one of Lutron's direct service representatives.
- 2] If a problem on a service call is diagnosed by one of Lutron's service representatives as a problem not covered by the warranty, then Lutron will no longer provide service under this warranty unless the customer covers the cost of the service call and any necessary equipment at the then current service price.

Lutron Lighting System Computer Warranty

This warranty ("Limited Warranty") applies to all computers provided by Lutron ("Lutron Approved Computers") to Customer from a Lutron Approved Third Party Vendor, and which have been provided to Customer with Lutron's Digital microWATT lighting control systems, Lutron's GRAFIK Systems Floorplan Software, and, where such option has been chosen, Lutron's GRAFIK lighting control system (each individually, the "System"). Customer agrees and acknowledges that use of a Lutron Approved Computer with any of these Systems constitutes acceptance of all the terms and conditions of this Computer Warranty contained herein.

Limited Warranty

Lutron warrants the hardware for each Lutron Approved Computer, for a period of one (1) year from the date of factory commissioning of the system by one of Lutron's direct service representatives, to be free from defects in materials or workmanship under conditions of normal use and specified ambient environment, when installed in accordance with the specifications described herein. This warranty covers the diagnosis of problems with the Lutron Approved Computer and the cost of repair, replacement, or adjustment (at the sole option of Lutron or a Lutron Approved Third Party Vendor, as Lutron's third party supplier) of any and all Lutron-provided components, as necessary to restore the Lutron Approved Computer to normal operation. Replacement parts provided hereunder may be new, used or reconditioned. Lutron, or a Lutron Approved Third Party Vendor, as Lutron's third party supplier, may provide replacement parts made by various manufacturers when supplying parts to Customer.

This warranty does not cover damage or malfunction, as determined solely by Lutron or Lutron's Approved Third Party Vendor, as Lutron's third party supplier, due to

- (i) abuse, misuse, neglect, or accident, of the Lutron Approved Computer or computer component (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to follow operating instructions) by anyone other than Lutron or Lutron's Approved Third Party Vendor, as Lutron's third party supplier, or for failure to comply with any of the Warranty Restrictions as set forth below,
- (ii) an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes, or
- (iii) the moving of the Lutron Approved Computer from one geographic location to another or from one entity to another, or (iv) damage as a result of a virus or computer hacker. Repair or replacement necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Lutron or Lutron's Approved Third Party Vendor, as Lutron's third party supplier, is not included. Installation of any unauthorized software on the Lutron Approved Computer will void the warranty.

LIMITATION OF REMEDY. EXCEPT FOR THE LIMITED WARRANTY DESCRIBED HEREIN, LUTRON NEITHER MAKES NOR GRANTS ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. LUTRON EXCLUDES ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL LUTRON OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY, FOR FAILURE TO MEET ANY DUTY INCLUDING OF GOOD FAITH OR OF REASONABLE CARE, FOR NEGLIGENCE, AND FOR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER) ARISING OUT OF OR IN ANY WAY RELATED TO THE INSTALLATION, DEINSTALLATION, USE OF OR INABILITY TO USE THE LUTRON APPROVED SERVER OR SYSTEM OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS LIMITED WARRANTY OR ANY AGREEMENT WHICH INCORPORATES THIS LIMITED WARRANTY, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OF LUTRON OR ANY SUPPLIER, AND EVEN IF LUTRON OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Notwithstanding any damages that Customer might incur for any reason whatsoever (including, without limitation, all damages referenced above and all direct or general damages), the entire liability of Lutron and any of its suppliers under any provision of this Limited Warranty or any Agreement which incorporates this Limited Warranty, and Customer's exclusive remedy, respectively, for all of the foregoing shall be limited to the amount equal to the fees paid to Lutron by Customer for the System. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law, even if any remedy fails its essential purpose.

WARRANTY RESTRICTIONS AND CUSTOMER RESPONSIBILITIES

To receive warranty service, Customer is responsible for complying with the following:

Lutron requires that the Lutron Approved Computer be installed in a secure location, between 50°F and 75°F (10°C and 24°C), between 8% and 80% relative humidity (non-condensing), away from where it may be bumped or abused, or subjected to a large amount of dust or dirt. Due to the nature of most computer hardware and software, occasional access to the machine may be necessary; keep this in mind when planning a location. For more detailed information, including preventative maintenance steps, see the Users Guide provided by the manufacturer and included with the Lutron Approved Computer.

Lutron also requires that the Lutron Approved Computer be placed on a reliable, and preferably generator or battery backed-up, power supply. If the Lutron Approved Computer is not properly shutdown in the case of power loss, damage to the Lutron Approved Computer or its data could occur, preventing it from operating properly. It is the customer's sole responsibility to take all reasonable measures to prevent this. Like all sensitive computer equipment, the Lutron Approved Computer will not perform properly if it is subjected to a noisy power source. A dedicated circuit for the Lutron Approved Computer is suggested.

In addition, it is the customer's sole responsibility to ensure that all data on the Lutron Approved Computer is properly backed up in case of failure.

For warranty service, promptly notify Lutron, within the warranty period, by calling the Technical Support Center at (800) 523-9466. Lutron, in its sole discretion, will determine what action, if any, is required under the warranty provision. If Lutron, in its sole discretion, determines that an on-site visit is necessary, Lutron may send a Field Service Agent to Customer's site. Additionally, if, in Lutron's opinion, remedial action is necessary, Lutron may coordinate the dispatch of a representative from Lutron's Approved Third Party Vendor to Customer's site and/or coordinate a warranty service call between Customer and Lutron's Approved Third Party Vendor. In order to facilitate warranty service by Lutron where a representative from Lutron's Approved Third Party Vendor is involved, you are responsible for complying with the following:

PHONE SERVICE

You will help the technician serve you better if you have the following information and materials ready when you make a warranty call: your System's serial numbers; model numbers; the current version of the operating system you are using; and the brand names and models of any peripheral devices (such as a modem) you are using.

Explain the problem you are having with your System to the technician. Let the technician know what error message you are getting and when it occurs; what you were doing when the error occurred; and what steps you may have already taken to solve the problem.

Cooperate with the technician. Experience shows that most System problems and errors can be corrected over the phone as a result of close cooperation between the user and the technician. Listen carefully to the technician and follow the technician's directions.

If the technician is unable to resolve the problem over the phone and determines that replacement of the computer or computer component is necessary, the following procedures apply.

- 1) **Software/Data Backup.** You understand and agree that Lutron and Lutron's Approved Third Party Vendor are not responsible for any loss of software or data. You should back up the software and data on your System's hard disk drive and on any other storage device(s) in the System.
- 2) **Explain the Problem in Writing.** Please enclose a brief description of the problem encountered, the error message received, and the suspected defect you discussed with the technician over the phone.

REMOTE ACCESS

Lutron requests that a dedicated analog phone line is installed for the Lutron Approved Computer. This allows Lutron to remotely administer, troubleshoot, and support your lighting system. It is not recommended that the Lutron Approved Computer be plugged into the analog phone line until asked to do so by Lutron support personnel. During such support calls, Lutron requests that you disconnect the Lutron Approved Computer from your local LAN. Lutron expressly disclaims all liability due to local LAN problems or if the phone line is connected to the Lutron Approved Computer at any other time. Under such circumstances, you will claim all responsibility for ensuring the security of the Lutron Approved Computer from unauthorized access.

LUTRON SOFTWARE LIMITED WARRANTY

This warranty ("Limited Warranty") applies to all software provided by Lutron to Customer in conjunction with Lutron's Digital microWATT lighting control systems and Lutron's GRAFIK lighting control systems (the "Software"). This provision of this warranty and Customer's use of the software is subject to the terms and conditions of Lutron's Software License. Use of the Software shall indicate acceptance by Customer of all the terms and conditions of Lutron's Software License.

LIMITED WARRANTY

Subject to the terms of Lutron's Software License, Lutron warrants that for a period of one (1) year from the date of full commissioning of the Software, (i) the Software as delivered will perform substantially in conformance with the applicable documentation, and (ii) the digital or electronic media on which the Software is distributed will be free from material defects in materials and workmanship.

Lutron warrants that it will use commercially reasonable efforts to ensure the Software as delivered by Lutron does not contain viruses, worms, Trojan horses or other unintended malicious or destructive code ("Malicious Code"). If Malicious Code is discovered in Software as delivered by Lutron, Lutron shall provide Customer with a clean copy that does not contain such Malicious Code within thirty (30) days following Customer's notice to Lutron of a breach of this warranty. However, Customer is hereby notified that the Software may contain time-out devices, counter devices, and/or other devices intended to ensure the limits of a particular license will not be exceeded and/or that the Software will be used in accordance with the license granted in the Software License ("Limiting Devices"). If the Software does contain Limiting Devices, Lutron shall ensure that Customer receives any codes or other materials necessary to use the Software to the limits of Customer's license.

Lutron does not warrant that the Software will operate in combinations with other software except as specified in the applicable documentation. Customer acknowledges that Customer's use of the Software may not be uninterrupted or error-free, and Lutron expressly disclaims any warranty that the Software will operate without interruption or be error-free.

EXCEPT AS EXPLICITLY STATED IN THE LIMITED WARRANTY, LUTRON MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE STATED EXPRESS WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS OF LUTRON FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE DELIVERY, USE, OR PERFORMANCE OF THE SOFTWARE.

WARRANTY RESTRICTIONS AND CUSTOMER OBLIGATIONS

The Limited Warranty provided by Lutron shall be void upon one or more of the following:

- (i) modification, alteration, adjustment or repair of the Software not made by, or at the express instruction of Lutron;
- (ii) use of the Software on any hardware other than hardware specified by Lutron ("Lutron Approved Computer");
- (iii) installation of any third party software on the hardware on which the Software resides;
- (iv) abuse, misuse, neglect, or accident of the Software or the computer on which it is installed by anyone other than Lutron;
- (v) an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes; or
- (vi) damage as a result of a virus or computer hacker.

In addition to the above listed warranty restrictions, to receive warranty service, Customer is responsible for complying with the following:

Lutron requires that the Lutron Approved Computer on which the Software resides be installed in a secure location, between 50° and 75°, between 8% and 80% relative humidity (non-condensing), away from where it may be bumped or abused, or subjected to a large amount of dust or dirt. Due to the nature of most computer hardware and software, occasional access to the machine may be necessary; keep this in mind when planning a location. For more detailed information, including preventative maintenance steps, see the Users Guide provided by the manufacturer and included with the Lutron Approved Computer.

Lutron also requires that the Lutron Approved Computer on which the Software resides be placed on a reliable, and preferably generator or battery backed-up, power supply. If the Lutron Approved Computer is not properly shutdown in the case of power loss, damage to the Lutron Approved Computer, Software or data could occur, preventing it from operating properly. It is the customer's sole responsibility to take all reasonable measures to prevent this. The Lutron Approved Computer will not perform properly if it is subjected to a noisy power source. A dedicated circuit for the Lutron Approved Computer is suggested.

In addition, it is the Customer's sole responsibility to ensure that all data on the Lutron Approved Computer is properly backed up in case of failure.

To Contact Lutron

Customer Service/Ordering	1.888.LUTRON1 (588-7661) – 8 a.m. - 8 p.m. ET US/Can
Customer Service/E-mail	custsvc@lutron.com
Technical Support & Services	1.800.523.9466 – 24 hrs/7days US/Can
Internet	www.lutron.com
World Headquarters	1.610.282.3800

Additional Lutron Sales Offices Located in:

Singapore	Tel: 65.6220.4666	Fax: 65.6220.4333
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Germany	Tel: 49.309.710.4590	Fax: 49.309.710.4591
Great Britain	Tel: 44.(0).207.702.0657	Fax: 44.(0).207.480.6899
Spain-Madrid	Tel: 34.91.567.8479	Fax: 34.91.567.8478
Spain-Barcelona	Tel: 34.93.4965.742	Fax: 34.93.4965.750
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