

Stanza® System Description

The Stanza® system is an easy-to-install and easy-to-use lighting control system designed especially for hotel guest rooms and similar applications. The system consists of wallbox dimmers, wallbox switches, line-voltage wallbox keypads, low-voltage interfaces, and lamp socket dimmer/switches. All of these devices communicate via radio frequency (RF) within each individual guest room.

All Stanza® systems require on-site start-up after devices have been installed. This document describes the services that are performed as part of a standard start-up as well as the optional services that are available. To schedule on-site service e-mail us at www.lutron.com/scheduling or call at 1.800.523.9466.

Stanza® On-Site System Start-up

System start-up includes:

- One visit to the job site during normal business hours. This is defined as the hours of 7 AM to 5 PM on a Monday through Friday that is not a Lutron Holiday. Visits can be made outside these hours for an additional charge.
- A Lutron factory certified technician performing all system start-up items.
- Verification that the Stanza® devices are installed according to Lutron specifications.
- Programming the Stanza® devices:
 - Device addressing
 - Testing of dimmer operation
 - Testing of keypad operation
 - Setting of light levels and fade times as per approved submittal drawings. If no information is provided, test scenes will be set to 100%, 75%, 50%, 25% and Off. Default fade times will be set to 3 seconds.
- End user training on overall system operations (see details below).

Start-up notes:

- A start-up visit may require multiple days depending on the size of the project.
- Phased construction projects (requiring multiple visits) should verify with the system provider that multiple visits are included.
- Lutron requires a notice of fifteen (15) business days to schedule a start-up date. Shorter notices may incur expedite fees.
- All terminations will be done by the installing agency. A person from the installing agency needs to be present for the startup. This person should be familiar with the installation of the system.
- All devices must be energized and fixtures fully lamped and tested prior to our arrival.

Items not included in standard on-site startup:

- Lutron service technicians will not perform work on non-Lutron® equipment. Lutron will work with other manufacturers on the integration of equipment by others.
- Programming or any other changes that are requested to be performed counter to the approved submittal drawings must be approved in writing via the proper channels.
- Field wiring changes or corrections that delay the startup process such that additional time is required for Lutron to complete the startup will result in additional charges.
- Replacement of controls damaged due to mis-wires or incorrect installation or any other related issue not covered under the Lutron warranty is the responsibility of the installer.
- Reprogramming of any functionality after initial programming and sign-off.

Job Name:	Toll Free 24/7 Tech Support Line 1.800.523.9466
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End user training on overall system operation during system start-up:

- This system is not typically sold with a separate visit for the training of the end user. Check with purchasing agent if this is required.
- It is the responsibility of the person scheduling the startup to ensure the appropriate end users are present for system training. Lutron typically does not have these contacts.
- Additional charges will apply if a separate visit is required for training the end user.
- Video media is not provided by Lutron for training sessions. This may be provided by “others” for turnover to the end user or job site documentation.
- System demonstration and sign-off by the end user.

Typical Training Agenda (duration—approximately 1 hour):

- Review of Stanza® system (control location and function)
- Discuss product model numbers
- Discuss Lutron lexicon
- Review all system components
- Dimmers
 - Addressing
 - Load types
 - Lamp replacement
- Keypads
 - Addressing
 - Reprogramming
- Troubleshooting system and device replacement
- System integration (if applicable)
- Warranty information
- Tech support
- Preventative maintenance

Additional items that are not included with standard startup, but may be purchased—check your quote to verify an item has been included with your quote. The quantity of the items listed below on the BOM will determine how many days are included with this item.

- LSC-WALK - Start-up agent or design team walk-through visit. The construction team and the agent requiring the walk-through coordinate this visit. This visit is for any type of additional walk-through that is required for job completion.
- LSC-SILV/GOLD/PLAT-IW - These are extended warranty part numbers for the system per the specification. Warranty information is supplied within the submittal documentation.
- LSC-TRAINING -This visit is for additional time on the job for training the end user. The EC or the end user typically coordinates this visit.
- LSC-AH-SU - After hours start-up. If normal business hours are not acceptable for start-up, after hours startup can be purchased.

Additional items listed below may be charged for additional costs incurred.

- LSC-SITE-RDY-CHG - Site ready charge. Jobsite not ready.
- LSC-SRVC-OVERRUN - Charge for additional time/manpower required due to contractor turn-over issues.
- LSC-CHANGE-ORDER - Charge for a change in sequence of operation after the commissioning has begun.

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