

Lutron Standard Limited Warranty

Applies to all Lutron products not commissioned by a Lutron Services Company engineer*

Limited Warranty

Lutron warrants each new unit to be free from defects in materials and workmanship and to perform under normal use and service.

Lutron will, at its option, repair or replace any unit that is defective in materials or manufacture within one year after purchase. For **Lutron ballasts**, Lutron will repair or replace any unit that is defective in materials or manufacture within **three** years after purchase.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES, AND THE IMPLIED WARRANTY OF MERCHANTABILITY IS LIMITED TO ONE YEAR FROM PURCHASE. THIS WARRANTY APPLIES ONLY TO LUTRON HARDWARE AND DOES NOT INCLUDE LUTRON SOFTWARE, LUTRON PROVIDED SYSTEM SERVERS, OR COMPUTERS PURCHASED WITH LUTRON CONTROL SYSTEMS. THIS WARRANTY DOES NOT COVER THE COST OF INSTALLATION, REMOVAL, OR REINSTALLATION, OR DAMAGE RESULTING FROM MISUSE, ABUSE, OR IMPROPER OR INCORRECT REPAIR, OR DAMAGE FROM IMPROPER WIRING OR INSTALLATION. THIS WARRANTY DOES NOT COVER INCIDENTAL, OR SPECIAL DAMAGES. THE PURCHASER ASSUMES AND WILL HOLD HARMLESS LUTRON IN RESPECT OF ALL SUCH LOSS. LUTRON'S LIABILITY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, OR USE OF THE UNIT SHALL NEVER EXCEED THE PURCHASE PRICE OF THE UNIT.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For warranty service on returnable products (including Lutron ballasts), take the unit to the place of purchase or mail to:

Lutron
7200 Suter Rd.
Coopersburg, PA 18036-1299
(send postage pre-paid for proper handling)

For warranty service on non-returnable products, contact Lutron Technical Support Center at **(800) 523-9466**

* All Homeworks Interactive™ Systems are covered under Lutron's 8 Year Enhanced Limited Warranty.

Note - Although every attempt is made to ensure that catalog information is accurate and up-to-date, please check with Lutron before specifying or purchasing this equipment to confirm availability, exact specifications, and suitability for your application.

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Job Name:	Model Numbers:
Job Number:	

Lutron Enhanced 8 Year Limited Warranty

- Included with Factory Commissioning*

Warranty Statement

Lutron warrants each new Control System**, for a period of two (2) years 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 temperature when installed and operated in accordance with Lutron product specifications, applicable National Electrical Code provisions, and Safety Standards of Underwriter’s Laboratories.

Lutron warrants the diagnosis of problems with the Lutron Control System and the cost of Lutron labor (except as provided in the next column) for repair, replacement, or adjustment (at Lutron’s option) of any and all Lutron components, as necessary to restore the Lutron Control System to normal operation. Lutron will not be held responsible for any non-Lutron labor charges.

Products purchased with Lutron factory commissioning include an 8 Year Replacement Parts Program (Lutron ballasts and system servers not included) for credit against the purchase price upon return of a defective part at the following rates:

- 100% for the first 2 years of operation from the time of system start-up
- 50% for years 3,4 & 5 of operation
- 25% for years 6,7 & 8 of operation

For Lutron **Ballasts**, this limited warranty extends coverage from 3 years to 5 years.

Products not listed on the bill of materials are covered according to the Lutron Standard Limited Warranty.

What is Not Covered

However, this warranty does not cover:

1. Damage or malfunction determined by Lutron’s qualified service representatives as due to abuse, misuse, or accident such as, but not limited to:
 - a. Use of incorrect line voltages
 - b. Use of incorrect fuses or breakers
 - c. Failure to follow operating instructions provided by Lutron Electronics
 - 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. Vandalism
 - g. Fire, flood, “Acts of God”, and other problems beyond the control of Lutron
 - h. Unauthorized or improper repairs or adjustments
2. Labor costs to remove and reinstall electronic fixture packs and/or ballasts

* Homeworks Interactive™ Systems configured by Lutron-Certified Residential Contractors or Dealers and not commissioned by Lutron do not include any labor warranties from Lutron. Consult your Residential Contractor or Dealer for details on any labor warranty that is offered on the system. Homeworks Interactive™ System’s limited warranty applies only to components listed on the *Homeworks Interactive* bill of materials as generated by the system’s software.

** Excluding GRAFIK 5000™, GRAFIK 6000®, GRAFIK 7000™, and Digital microWATT® computers and software. Refer to the Lutron Lighting System Computer Warranty for details.

Job Name:	Model Numbers:
Job Number:	

3. Components and equipment external to the Lutron Control System, such as, but not limited to
 - a. Non-Lutron lamps and lighting fixtures
 - b. Non-Lutron ballasts, sockets, fixtures, timeclocks, A/V equipment, shades, motors, and sensors
 - c. Wiring between ballasts and lamps
 - d. Building wiring
 - e. Motion detectors
4. The cost of repairing or replacing property other than the Lutron Control System
5. Equipment not commissioned by one of Lutron's direct service representatives

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

If a problem on a service call is diagnosed by one of Lutron's service representatives as a non-covered problem, Lutron will no longer provide service under this warranty unless the customer covers the cost of the service call at the then current service pricing.

For Warranty Service

Promptly notify Lutron, within the warranty period, by calling the Technical Support Center at (800) 523-9466.

Limitations and Exclusions

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. THE IMPLIED WARRANTY OF MERCHANTABILITY IS LIMITED TO TWO YEARS FROM THE DATE OF INSTALLATION. THIS WARRANTY APPLIES ONLY TO LUTRON HARDWARE AND DOES NOT INCLUDE LUTRON SOFTWARE, LUTRON PROVIDED SYSTEM SERVERS, OR COMPUTERS PURCHASED WITH LUTRON CONTROL SYSTEMS. LUTRON SHALL NOT BE LIABLE FOR ANY REPAIR WORK UNDERTAKEN WITHOUT ITS PROPER WRITTEN CONSENT, OR FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES. THE PURCHASER ASSUMES AND WILL HOLD HARMLESS LUTRON IN RESPECT OF ALL SUCH LOSS. LUTRON'S LIABILITY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, USE, REPAIR, OR REPLACEMENT OF THE DIMMING SYSTEM SHALL NEVER EXCEED THE PRICE PAID FOR THE SYSTEM.

Job Name:	Model Numbers:
Job Number:	

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.

Job Name:	Model Numbers:
Job Number:	

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.

<p>Job Name:</p> <p>Job Number:</p>	<p>Model Numbers:</p>
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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.

Job Name:

Model Numbers:

Job Number:

1-Visit Commissioning

Description

The 1-Visit Commissioning package includes one on-site commissioning visit and extends the limited warranty for your integrated lighting system.

Field Commissioning – A Lutron Services Company Engineer will perform an on-site system inspection, start-up the system, and train facilities people on system operation and maintenance. This includes the cost of travel.

The visit will include:

- Installation verification
- Wiring verification – power and low voltage
- Energizing the low voltage and enabling dimming for the system
- Verification of lighting loads
- System programming
- Training

Additional Information

Replaces the Standard Limited Warranty with the Lutron Enhanced 8 Year Limited Warranty. Also includes two consecutive 1-year support and maintenance plans. Up to eight additional years of support and maintenance coverage can be purchased.

Extends limited warranty for Lutron ballasts from 3 years to 5 years, if commissioning is purchased for the ballasts.

24-hour/7-days a week toll-free telephone support (1-800-523-9466).

Refer to the Lutron Enhanced 8 Year Limited Warranty page for limitations, exclusions, and any other details pertaining to what is covered by this warranty.

Job Name:	Model Numbers:
Job Number:	

3-Visit Commissioning

Description

The 3-Visit Commissioning package includes three on-site commissioning visits and extends the limited warranty for your integrated lighting system.

Field Commissioning – A Lutron Services Company Engineer will perform an on-site system inspection, start-up the system, and train facilities people on system operation and maintenance. This includes the cost of travel.

The three visits include:

Visit 1 - Pre-Wire inspection:

- Review system wiring requirements
- Define proper locations for devices
- Review general specifications

Visit 2 - Start-Up of system and installation of system software/database (based on customer supplied information):

- Installation verification
- Wiring verification – power and low voltage
- Energize low voltage and enable dimming for the system
- Verify lighting loads
- System programming

Visit 3 - Operator/end user training:

- Train facility personnel on operation and maintenance of system
- Fine-tune programming, if necessary

Additional Information

Replaces the Standard Limited Warranty with the Lutron Enhanced 8 Year Limited Warranty. Also includes two consecutive 1-year support and maintenance plans. Up to eight additional years of support and maintenance coverage can be purchased.

Extends limited warranty for Lutron ballasts from 3 years to 5 years, if commissioning is purchased for the ballasts.

24-hour/7-days a week toll-free telephone support (1-800-523-9466).

Refer to the Lutron Enhanced 8 Year Limited Warranty page for limitations, exclusions, and any other details pertaining to what is covered by this warranty.

Refer to the Lutron Lighting System Computer Warranty for details.

Job Name:	Model Numbers:
Job Number:	

5-Visit Commissioning

Description

The 5-Visit Commissioning package includes five on-site commissioning visits and extends the limited warranty for your integrated lighting system.

Field Commissioning – A Lutron Services Company Engineer will perform an on-site system inspection, start-up the system, and train facilities people on system operation and maintenance. This includes the cost of travel.

The five visits include:

Visit 1 - Pre-Wire inspection:

- Review system wiring requirements
- Define proper locations for devices
- Review general specifications
- Define who will work with Lutron on the Graphical User Interface (GUI)

Visit 2 - Start-Up of system and installation of system software/database (based on customer supplied information):

- Installation verification
- Wiring verification – power and low voltage
- Energize low voltage and enable dimming for the system
- Verify lighting loads
- Program the system
- Confirm who will work with Lutron on the Graphical User Interface.

Visit 3 - GUI Design:

- Obtain customer’s GUI images
- Work with customer to define control of GUI images
- Schedule visit #4

Visit 4 - GUI fine tune:

- Present programming of GUI
- Fine tune GUI
- Schedule visit #5

Visit 5 - Operator/end user training and GUI download:

- Program finalized GUI into system
- Train facility personnel on operation and maintenance of system

Additional Information

Replaces the Standard Limited Warranty with the Lutron Enhanced 8 Year Limited Warranty. Also includes two consecutive 1-year support and maintenance plans. Up to eight additional years of support and maintenance coverage can be purchased.

Extends limited warranty for Lutron ballasts from 3 years to 5 years, if commissioning is purchased for the ballasts.

24-hour/7-days a week toll-free telephone support (1-800-523-9466).

Refer to the Lutron Enhanced 8 Year Limited Warranty page for limitations, exclusions, and any other details pertaining to what is covered by this warranty.

Refer to the Lutron Lighting System Computer Warranty for details.

Job Name:	Model Numbers:
Job Number:	

Support and Maintenance Plan - Silver Level

Description

- Annual contract, renewable each year for a maximum of 10 years from date of system start-up
- Covers onsite parts & labor, telephone technical support, remote diagnostics, and Lutron travel costs
- Allows for fixed yearly system maintenance costs

Remote Access Support - Diagnostics and programming for HomeWorks Interactive™ Systems (analog telephone line connection required, must be provided by system owner). 24-hour/7-days a week toll-free telephone support (1-800-523-9466).

Job Name:	Model Numbers:
Job Number:	

Support and Maintenance Plan - Gold Level

Description

- Annual contract, renewable each year for a maximum of 10 years from date of system start-up
- Covers onsite parts & labor, telephone technical support, remote diagnostics, remote programming, and Lutron travel costs
- If purchased with the system, the included first and second year Support and Maintenance Plans will be upgraded from Silver Level Support and Maintenance Plans (LSC-SILV-INIT) to Gold Level Support and Maintenance Plans (LSC-GOLD-INIT).
- Allows for fixed yearly system maintenance costs

Annual Visit – A Lutron Services Company Engineer will visit the site once a year on a mutually agreed upon date between Lutron and the end-user to perform the following:

- Train facility staff on operation and maintenance of their system
- Update staff on new capabilities
- Perform a full system check and preventative maintenance
- Provide a system status certificate
- Upgrade your embedded software to the most current version when applicable

72 Hour Response Time – A Lutron Services Company Engineer will be on-site within 72 hours of your call to assess the system and begin repairs.

24-hour/7-days a week toll-free telephone support (1-800-523-9466)

Remote Access Support - Diagnostics and programming for HomeWorks Interactive™ Systems (analog telephone line connection required, must be provided by system owner).

Job Name:	Model Numbers:
Job Number:	

Support and Maintenance Plan - Platinum Level

Description

- Annual contract, renewable each year for a maximum of 10 years from date of system start-up
- Covers onsite parts & labor, telephone technical support, remote diagnostics, remote programming, and Lutron travel costs
- If purchased with the system, the included first and second year Support and Maintenance Plans will be upgraded from Silver Level Support and Maintenance Plans (LSC-SILV-INIT) to Platinum Level Support and Maintenance Plans (LSC-PLAT-INIT).
- Allows for fixed yearly system maintenance costs

Annual Visit – A Lutron Services Company Engineer will visit the site once a year on a mutually agreed upon date between Lutron and the end-user to perform the following:

- Train facility staff on operation and maintenance of the system
- Update staff on new capabilities
- Perform a full system check and preventative maintenance
- Provide a system status certificate
- Upgrade your embedded software to the most current version when applicable

24 Hour Response Time – A Lutron Services Company Engineer will be on-site within 24 hours of your call to assess the system and begin repairs.

24-hour/7-days a week toll-free telephone support (1-800-523-9466)

Remote Access Support - Diagnostics and programming for HomeWorks Interactive™ Systems (analog telephone line connection required, must be provided by system owner).

Job Name:	Model Numbers:
Job Number:	

Support and Maintenance Plan - Silver Level (INIT)

Description

- Included 1-year Support and Maintenance Plan with system purchase and commissioning.
- Covers onsite parts & labor, telephone technical support, and remote diagnostics

Remote Access Support - Diagnostics and programming for HomeWorks Interactive™ Systems (analog telephone line connection required, must be provided by system owner).
24-hour/7-days a week toll-free telephone support (1-800-523-9466).

Job Name:	Model Numbers:
Job Number:	

Support and Maintenance Plan - Gold Level (INIT)

Description

- Included 1-year Support and Maintenance Plan with system purchase and commissioning, if one or more additional Gold Level Support and Maintenance Plans are purchased before the commissioning date.
- Covers onsite parts & labor, telephone technical support, remote programming, and remote diagnostics

Annual Visit – A Lutron Services Company Engineer will visit the site once a year on a mutually agreed upon date between Lutron and the end-user to perform the following:

- Train facility staff on operation and maintenance of the system
- Update staff on new capabilities
- Perform a full system check and preventative maintenance
- Provide a system status certificate
- Upgrade your embedded software to the most current version when applicable

72 Hour Response Time – A Lutron Services Company Engineer will be on-site within 72 hours of your call to assess the system and begin repairs.

24-hour/7-days a week toll-free telephone support (1-800-523-9466)

Remote Access Support - Diagnostics and programming for HomeWorks Interactive™ Systems (analog telephone line connection required, must be provided by system owner).

Job Name:	Model Numbers:
Job Number:	

Support and Maintenance Plan - Platinum Level (INIT)

Description

- Included 1-year Support and Maintenance Plan with system purchase and commissioning, if one or more additional Platinum Level Support and Maintenance Plans are purchased before the commissioning date.
- Covers onsite parts & labor, telephone technical support, remote programming, and remote diagnostics

Annual Visit – A Lutron Services Company Engineer will visit the site once a year on a mutually agreed upon date between Lutron and the end-user to perform the following:

- Train facility staff on operation and maintenance of the system
- Update staff on new capabilities
- Perform a full system check and preventative maintenance
- Provide a system status certificate
- Upgrade your embedded software to the most current version when applicable

24 Hour Response Time – A Lutron Services Company Engineer will be on-site within 24 hours of your call to assess the system and begin repairs.

24-hour/7-days a week toll-free telephone support (1-800-523-9466)

Remote Access Support - Diagnostics and programming for HomeWorks Interactive™ Systems (analog telephone line connection required, must be provided by system owner).

Job Name:	Model Numbers:
Job Number:	

Lutron Contacts for all Warranties & Support and Maintenance Plans

Call the Technical Support Center:

1-800-523-9466 (U.S. and Canada)

1-610-282-3800 (worldwide)

24-hour/7-days a week toll-free telephone support.

Field Service Engineers Worldwide!

Lutron field service engineers service Lutron products from 27 offices around the world. To schedule service, call the Technical Support Center and select the scheduling option.

Lutron Services Company Offices:

- Allentown, PA
- Atlanta, GA
- Boston, MA
- Chicago, IL
- Cincinnati, OH
- Cleveland, OH
- Dallas, TX
- Denver, CO
- Detroit, MI
- Hartford, CT
- Houston, TX
- Las Vegas, NV
- Los Angeles, CA
- New York, NY
- Orlando, FL
- Philadelphia, PA
- Phoenix, AZ
- Pittsburgh, PA
- San Francisco, CA
- Seattle, WA
- Tampa, FL
- Washington DC

Lutron International Field Service Offices:

- London 011-44-207-702-0657
- Singapore 011-65-220-4666
- Tokyo 011-81-3-5405-7333
- Berlin 011-4930-9710-4590
- Abu Dhabi contact US office

Job Name:	Model Numbers:
Job Number:	