



service and support guide | lighting control system

# Thank you for purchasing a Lutron® lighting control system.

This guide contains the information you will need to ensure your ownership experience is a good one. Please retain it for future reference. It contains important information on warranties, service, upgrades and more.

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## who to call if you have questions

### **24-hour Technical Support: 1.800.523.9466**

If you have questions about the operation of your system, Lutron® provides around-the-clock technical support. A knowledgeable support staff is ready to answer questions about the operation, programming, and maintenance of your system. They can also direct you to the technical information on our website that is specific to your Lutron products.

*Your Lutron Job Number can be found on the upper left corner of any dimming panel cover.*

## what to do if your system needs service

If your staff is unable to solve a problem with the help of our Technical Support Representatives, Lutron also provides reprogramming and training services in addition to system warranty services.

*To reach a Lutron Scheduling Representative, please call 1.800.523.9466 or e-mail [LSCscheduling@lutron.com](mailto:LSCscheduling@lutron.com)*

## how to determine your system coverage

To determine your system coverage, refer to the Operation and Maintenance Manual provided by your installing contractor and the table on page 03. If you are unable to find that information, contact Lutron directly at 1.800.523.9466 or e-mail [LSCwarranty@lutron.com](mailto:LSCwarranty@lutron.com).

**If you do not have system coverage and you would like to review Lutron Technology Support Plan options, please call 1.800.523.9466 and one of our Service Specialists will review the available coverage options and help you determine which plan is best for your facility.**

## standard and enhanced warranty options

### Standard Warranty

Systems that are purchased with Lutron startup come equipped with an initial 2-year full warranty. This warranty provides 100% coverage of Lutron diagnostic labor and parts for the majority of equipment (see page 09 for warranty exclusions).

### Enhanced Warranty Options

For projects with Lutron startup, the installing contractor has the option to purchase an Enhanced Warranty at the time of system purchase. This warranty includes an initial 2-year full warranty, plus pro-rated parts coverage for years three through eight.

	Standard Warranty LSC-B2	Silver enhanced 8-year warranty LSC-E8S	Gold enhanced 8-year warranty LSC-E8G	Platinum enhanced 8-year warranty LSC-E8P
<b>24/7 Technical Support*</b> Lifetime of system	✓	✓	✓	✓
<b>100% replacement parts and Lutron labor coverage**</b> Years 1-2	✓	✓	✓	✓
<b>First available onsite/remote response time</b> Years 1-2	✓	✓		
<b>72-hour onsite/remote response time</b> Years 1-2			✓	
<b>24-hour onsite/remote response time</b> Years 1-2				✓
<b>Annual scheduled preventive maintenance visit</b> Years 1-2			✓	✓
<b>50% parts coverage</b> Years 3-5		✓	✓	✓
<b>25% parts coverage</b> Years 6-8		✓	✓	✓

\* Except Lutron holidays

\*\* Labor coverage for troubleshooting and lighting diagnostic issues

For more information on warranty documentation, visit [www.lutron.com/service](http://www.lutron.com/service)

## technology support plan options

Extend the initial 2-year full warranty provided with your Lutron system by purchasing a Technology Support Plan. These plans may be renewed annually for up to 10 years after the purchase of your system. Annual payments are typical, but quarterly or monthly payments can be arranged to accommodate your building needs.

The table below highlights the features of our three standard plans. If these plans do not fit your needs, please call 1.800.523.9466 or e-mail [LSCwarranty@lutron.com](mailto:LSCwarranty@lutron.com) and we can create a custom plan just for your facility.

	Silver level	Gold level	Platinum level
24/7 Technical Support*	✓	✓	✓
100% replacement parts and Lutron labor coverage**	✓	✓	✓
First available onsite/remote response time	✓		
72-hour onsite/remote response time		✓	
24-hour onsite/remote response time			✓
Annual scheduled preventive maintenance visit		✓	✓

\* Except Lutron holidays

\*\* Labor coverage for trouble shooting and lighting diagnostic issues

## annual scheduled preventive maintenance visit

With our Gold and Platinum Level Technology Support Plans, customers receive the added value of an Annual Scheduled Preventive Maintenance Visit. According to each site's requests and needs, a Lutron® Field Service Engineer may complete the following tasks during this visit:

- Perform system check and preventive maintenance
- Train staff on how to effectively operate your Lutron system(s)
- Enhance system performance by executing minor programming changes
- Discuss strategies to reduce lighting energy usage
- Compile a list of spare parts that may reduce system downtime



Bently Reserve & Conference Center  
San Francisco, California



Moma Retail Store  
New York, New York



AllSteel Corporate Office  
San Francisco, California  
Photograph © Paul Schiefer

## engraving options

For diverse or frequently used spaces, it is important to label your Lutron wall controls. Often times, occupants misuse or bypass lighting control systems because it is unclear how they work. Labeling keypads and wall controls promotes the use of your light control system the way it was intended.

*Engraving sheets are available at [www.lutron.com/seeTouch](http://www.lutron.com/seeTouch) or by contacting Lutron customer service at 1.800.523.9466.*

## replacement parts

If you need to order replacement parts for your lighting control system, you can call one of our Parts Specialists. If possible, please have the part number of the failed part as well as the Lutron Job Number for your system.

For custom products and older generation systems, we may no longer be able to provide replacement parts. As a result, we may make a recommendation for a system upgrade.

*To request more information, please call 1.800.523.9466 or e-mail [LSCparts@lutron.com](mailto:LSCparts@lutron.com)*



Bently Reserve & Conference Center  
San Francisco, California



Panduit  
Chicago, Illinois  
Photograph © Christopher Barrett



Energy Foundation  
San Francisco, California  
Photograph © Cesar Rubio

## spare parts packages

Having a stock of parts at your facility can ensure that small problems can be resolved quickly. Some components can be installed in minutes, and Lutron 24-hour Technical Support Representatives are available to walk your maintenance team or local contractor through the process.

We can prepare a recommended spare parts list based upon the specific configuration of your system and any unique requirements you have.

*To request more information, please call 1.800.523.9466 or e-mail [LSCparts@lutron.com](mailto:LSCparts@lutron.com)*

## training sessions

**On Our Site:** The software for our processor-based systems allows a facility manager to reprogram, control and monitor the lighting control system from a remote computer. To maximize the benefits this software provides, Lutron offers Facility Manager Training at our headquarters in Pennsylvania.

*Go to [www.lutron.com/training](http://www.lutron.com/training) to see course dates and registration details.*

**On Your Site:** To ensure that someone on your staff is always trained in the proper operation and maintenance of your system, you can purchase personalized training. Customized training visits ensure that your staff is equipped with the knowledge to effectively manage your Lutron light control system.

*System specific training agendas are available on our website at [www.lutron.com/service](http://www.lutron.com/service).*



Hotel Bethlehem  
Bethlehem, Pennsylvania



AOL Corporate Office  
Dulles, Virginia

## energy optimization

Studies show that office buildings can expend up to 39% of electricity usage on lighting alone. Lutron systems can incorporate a variety of lighting control strategies that maximize lighting efficiency and create a more productive work environment while reducing lighting energy consumption.

With a system optimization visit, a Lutron specialist will help you implement strategies that will result in better system performance and more efficient energy usage.

*To request more information, please call 1.800.523.9466 or e-mail [LSCScheduling@lutron.com](mailto:LSCScheduling@lutron.com)*

## upgrade your lighting control system

Our goal is to provide product and service solutions that make your job easier. We continuously enhance our products to allow for increased productivity, occupant comfort and energy savings while simultaneously lowering your operating costs.

Upgrading your lighting control system can bring you improved serviceability in addition to advanced building management system integration and energy savings that will take your experience to the next level.

Regardless of your reasons for wanting to upgrade or replace your system, Lutron will identify the best products and services to provide the solution that best meets your needs.

*To request more information regarding upgrading or expanding your current system, please call 1.800.523.9466 or e-mail [Projects@lutron.com](mailto:Projects@lutron.com)*



Panduit  
Chicago, Illinois  
Photograph © Christopher Barrett



Hotel Mandarin Oriental  
New York, New York  
Courtesy of Hotel Mandarin Oriental



Hotel Four Seasons  
Boston, Massachusetts

## system expansions

If you are expanding your building, or if existing areas of the building need to be incorporated into the system, we can provide a solution. Our systems are modular and scalable, allowing you to add capabilities or expand as necessary.

Our project team can review the equipment you have, work with you to determine what capabilities and features you require, and propose comprehensive solutions and support services to meet your lighting needs.

*To request more information, please call 1.800.523.9466 or e-mail [Projects@lutron.com](mailto:Projects@lutron.com)*

save  
energy  
with  
Lutron™



 **LUTRON**® SERVICES CO., INC.

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