myRoom™ Operations and Maintenance

MANUAL

LUTRON®

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Section 1: **Introduction**

Thank you for your purchase of the Lutron® myRoom™ Guestroom Control System to control your lights, shades, and temperature. The purpose of this manual is to provide necessary information to operate and maintain your myRoom™ guestroom system. This manual includes the following information:

- Section 2: **Service Contact List**
- Section 3: **General Safety Instructions Associated with the System and its Components**
- Section 4: **myRoom™ One-Line Diagrams**
- Section 5: **Procedure myRoom™ System Overview**
- Section 6: **myRoom™ On-Site System Pre-Wire, startup and training overview**
- Section 7: **Routine Preventative Maintenance Requirements**
- Section 8: **Warranty Information**

Specific descriptions of how the various system components were integrated into your specific location and how the overall system operates to control your building guestroom needs can be obtained by contacting the Lutron® Integrated Systems department at our world headquarters at 1.610.282.3800.

Thank you again for your purchase, and we hope that you enjoy your new myRoom™ Guestroom Control System.

Why Lutron®?

- Global company with local offices, support teams and products in 120 countries
- Strong reputation for service, quality and innovation
- Single provider for every space including: guestrooms, high-end residences, public areas, and back-of-house solutions.
- Expertise in scalable, integrated guestroom, shade, and temperature control.
- Lutron® has over 2,000 patents today and invests heavily in research and development
- Over 15,000 products, with solutions for any application
- Over 30 years of experience in the hospitality industry
- 24/7 global technical support

What is myRoom™?

- Lutron® myRoom™ solutions offer lights, temperature and shade control for guestrooms.
- Two systems, myRoom™ prime and myRoom™ plus allow for choice in functionality and price. Use myRoom™ prime for energy savings from occupied/unoccupied information. myRoom™ plus additionally allows for connectivity to the building and property management systems and well as seamless integration to other systems for additional comfort and energy savings.

Expertise in LED control and dimming:

- Through the LED Center of Excellence, Lutron® tests new LED fixtures and bulbs on an ongoing basis and has the widest compatibility list in the industry
- Lutron® Phase adaptive dimmers can accommodate different types of loads on the same unit (different channel). Auto selects based on type of load unit senses and can also be set manually.
- Lutron® offers guaranteed compatibility with Lutron LED drivers when dimming
- Ecosystem® and DALI load types (for 'plus' projects)
  - Fixture by fixture control
  - Lights track together, not dependent on which 0–10 driver being used
  - Extensive driver and lamp feedback
  - Digitally addressable fixtures can be wired without regard to zoning
  - Alerts and alarms for facility maintenance
- RTISS technology provides stable phase control dimming under industry widest range of common noise types found in hotels.

Advanced sensor technology

- Available in multiple form factors
- Enhanced with XCT™ technology for increased sensitivity
- Easy installation with guaranteed 10 year battery life

Lutron® Clear Connect® Wireless Technology:

- Lutron® uses Clear Connect® for RF communications. Clear Connect® operates in a protected frequency band (434MHz in the US, 868MHz in Europe) and avoids the crowded 2.4GHz band of many competing technologies. This ensures trouble free communications and an excellent experience for the guest – the controls work the first time, every time.
- Using Clear Connect®, Lutron® offers wireless sensors and controls. These devices all have a 10 year battery life. Being wireless, these devices allow for easy mounting, installation, and relocation.

Lutron Guest Presence Detection for energy savings

- A very important feature of the myRoom™ system – in either prime or plus – is guest presence detection. By combining door open/close, occupancy sensor and button press information in the space, the system knows when a guest is in the space, versus when everyone has left the space. If a guest is present in the space, the system turns over control to the guest – never again have your sleeping guest wake up because the thermostat sensor in the room stopped seeing him.

Shading Systems:

- Access to many preset stopping positions – more than open/close/stop.
- Ultra quiet low-voltage electronic drive units.
- Roller shades have intelligent hembar alignment to maintain a clean façade
- Direct connection from controllers/keypads to shades reduces number of devices to design, install, program and maintain.
- Pull to start functionality with draperies are intuitive for the guest

Section 2: **Service Contact List**

For factory service, or to order replacement parts, contact your local Lutron® office listed below:

World Headquarters

Lutron Electronics Co., Inc.
7200 Suter Road
Coopersburg, PA 18036-1299
USA
Toll-free: 1.888.LUTRON1
TEL: +1.610.282.3800
FAX: +1.610.282.1243
intsales@lutron.com

Regional Headquarters

Asian: Singapore
Lutron GL Ltd.
TEL: +65.6220.4666
lutronsea@lutron.com

Europe: London
Lutron EA Ltd.
FREEPHONE: 0800.282.107
TEL: +44.(0)20.7702.0657
lutronlondon@lutron.com

India: Gurgaon (New Delhi)
Lutron GL Sales and Services Pvt. Ltd.
TEL: +91.124 439.0130
lutronindia@lutron.com

Latin American: Chihuahua, Mexico
Lutron CN S de RL de CV
TEL: +52.552.881.0249
lutronlatam@lutron.com

South American: São Paulo, Brazil
Lutron BZ do Brasil Ltda.
TEL: +55.11.3257.6745
sabrasil@lutron.com

International Offices

China: Beijing
TEL: +86.10.5877.1818

China: Guangzhou
TEL: +86.20.2885.8812

China: Hong Kong
TEL: +852.2104.7733

China: Shanghai
TEL: +86.21.61650990

Columbia: Bogatá
TEL: +57.1.467.2760

France: Paris
TEL: +33.156.591.664

Germany: Berlin
TEL: +49.309.710.4590

India: Bangalore
TEL: +91.80.4030.0485

India: Gurgaon
TEL: +91.124 439.0130

India: Mumbai
TEL: +91.22.4070.0867

Italy: Milan
TEL: +39.800.979.208

Japan: Tokyo
TEL: +81.3.6866.8444

Russia: Moscow
TEL: +7.495.649.6094

Saudi Arabia: Riyadh
TEL: +966.1.462.8000

South Africa: Johannesburg
TEL: +27.(0).83.731.0066

Spain: Barcelona
TEL: +34.93.222.1180

UAE: Dubai
TEL: +971.4.299.1224

Section 3: **Safety Precautions**

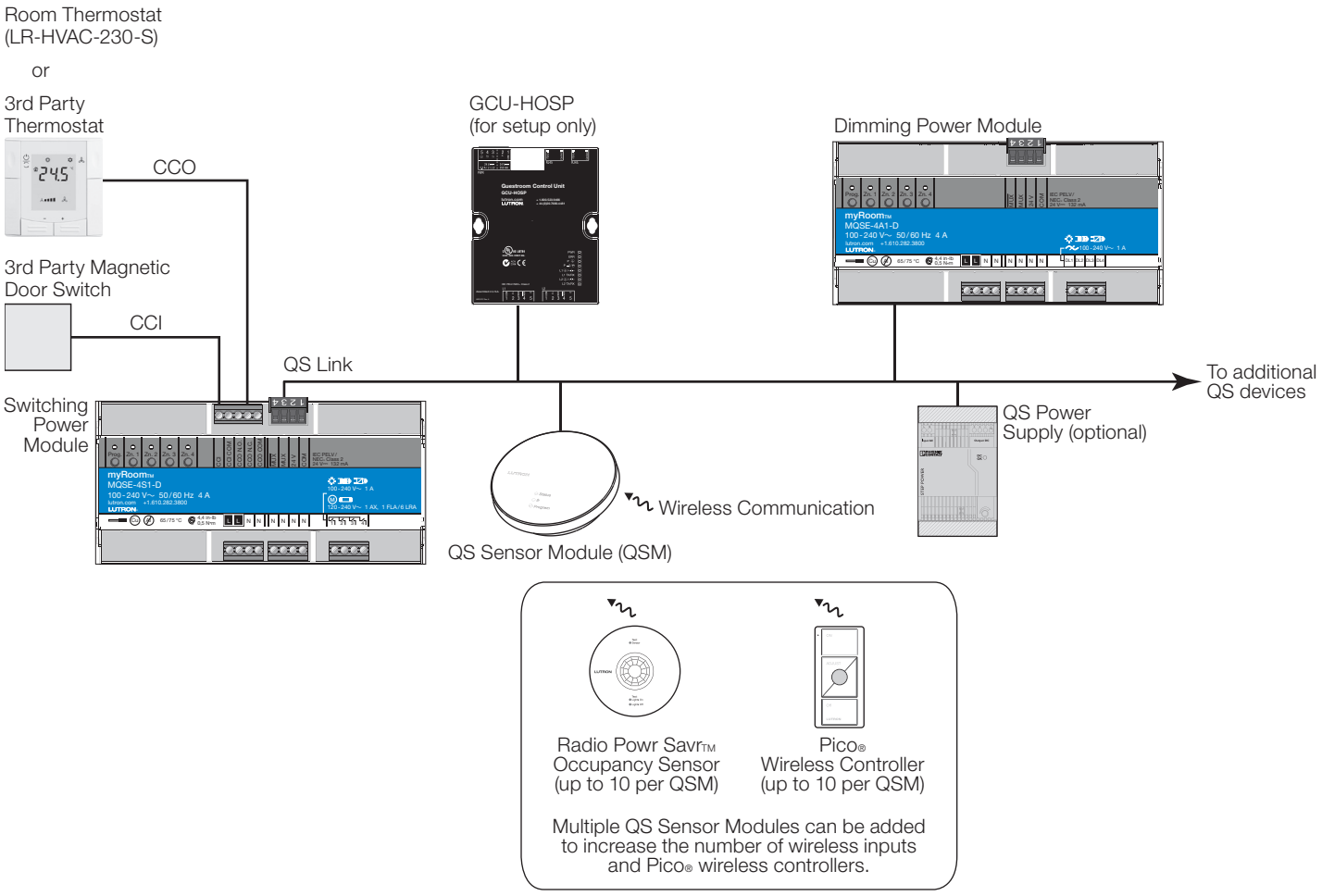
Safety information and/or precautions are included with each product and can also be found at www.Lutron.com. Please refer to these manuals for safety related information and instructions associated with each of the system's components/devices.

Under no circumstances should Lutron® supplied safety information and instructions supersede, or be considered a substitute for, your local organization's electrical safety procedures.

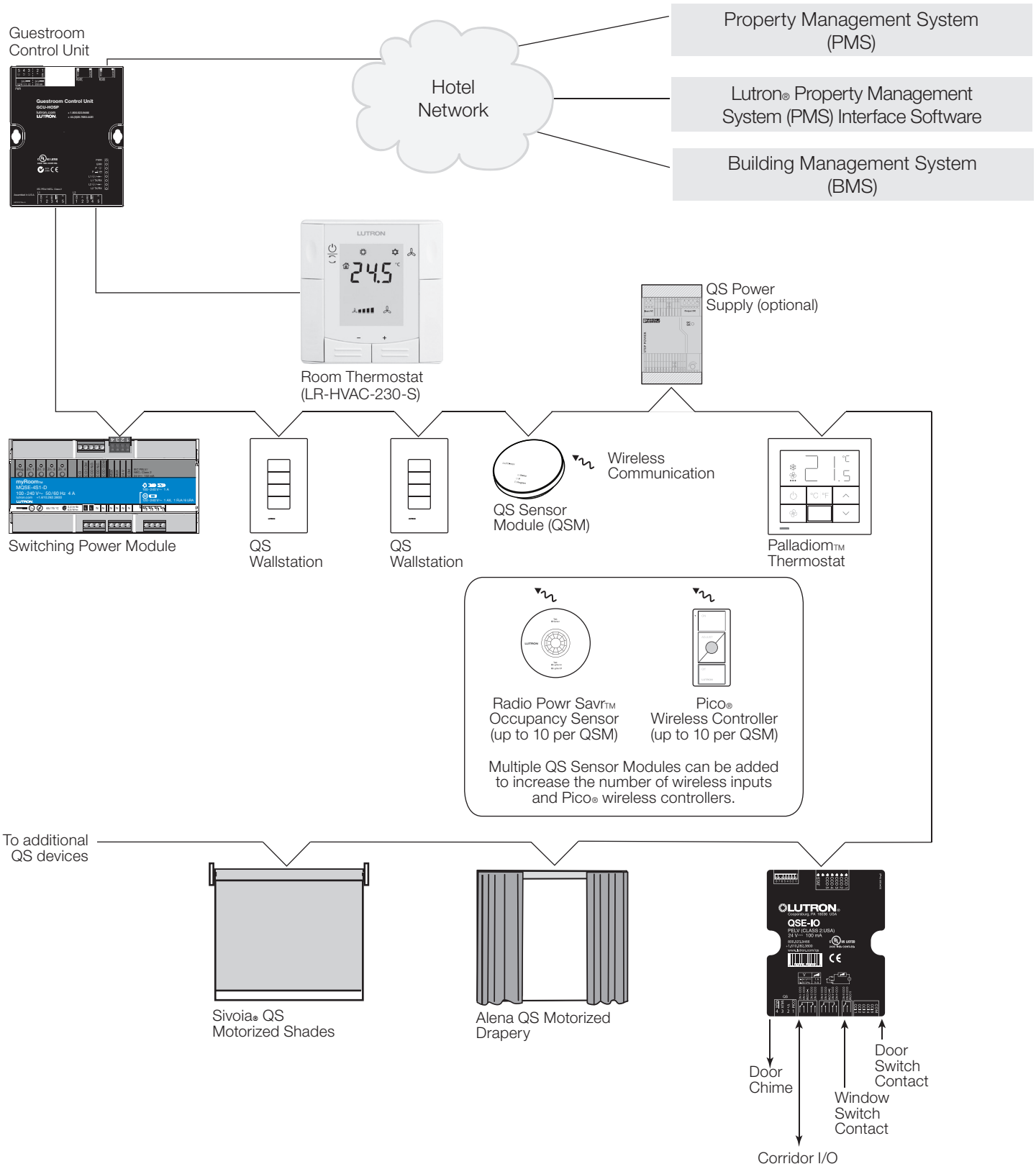
General Safety Precautions:

- Only personnel with the proper electrical safety training qualifications should be permitted to perform maintenance on Lutron® guestroom control equipment.
- Only personnel with sufficient training on, and knowledge of, Lutron® guestroom controls equipment should be permitted to perform maintenance on this equipment.
- Always de-energize, lockout, tagout, and verify de-energized, all electrical equipment prior to performing work on that equipment. Perform these activities only in accordance with your local site's safety procedures.
- Multiple circuits may feed some Lutron® equipment. Locate and lock each supply breaker in the OFF position before performing maintenance work. Prior to performing maintenance on de-energized Lutron equipment, always test for the presence of voltage before beginning the maintenance work, even if you are certain that you have completely de-energized the equipment.
- If something unexpected occurs while performing maintenance work on Lutron® guestroom controls equipment, stop work immediately, secure the work site, and seek help.
- Use only Lutron® approved replacement parts.

Typical System Example: myRoom™ Prime



Typical System Example: myRoom™ Plus



Section 5: **Lutron® and myRoom™ System Overview**

What is myRoom™

- Lutron® myRoom™ solutions offer lights, temperature and shade control for guestrooms.
- Two systems, myRoom™ prime and myRoom™ plus allow for choice in functionality and price. Use myRoom™ prime for energy savings from occupied/unoccupied information. myRoom™ plus additionally allows for connectivity to the building and property management systems and well as seamless integration to other systems for additional comfort and energy savings.

Guestroom Status		Temperature[1]	Shades[2]	Lights[2]
Sold	Check-in	72°F (22°C) +/- 2°F (1°C)	Open	All Lights: 90%
	Occupied	Guest Controlled	Unaffected	Entry Lights: 100%
	Occupied (Guest Entry)[2]	70°F (20°C) Guest Controlled +/- 1°F (0.5°C)	Unaffected	Entry Lights: 90%
	Unoccupied	+/- 4°F (2°C) from set level	Unaffected	All Lights: 0%
Unsold	Check-out	74°F (23°C) +/- 4°F (2°C)	Close	All Lights: 0%
	Occupied	74°F (23°C) +/- 4°F (2°C)	Unaffected	Entry Lights: 90%
	Unoccupied	74°F (23°C) +/- 4°F (2°C)	Unaffected	All Lights: 0%

Pico® Keypads: Engravable, wireless battery-powered keypads with 10-year battery life are easy to install.

Palladiom® Keypads: Palladiom® keypads control lights, shades and temperature with style. Buttons and faceplates are flush to each other and feature consistent material to create a clean, minimalist look. They are available in plastic, metal and glass. Large, tactile buttons with backlit, engraved text are simple to operate and easy to find in a darkened room. These are low-voltage, wired QS-link keypads.

Keypad Control: Lutron® keypads offer seamless integration with Lutron® light, shades and temperature controls. Keypads will be programmed with default values or as noted in the attached zone schedule. Keypad buttons will control lighting loads and automated shades in the guest room when pressed.

230V Thermostat: One-piece thermostat ensures simple installation that coordinates with Lutron® keypads.

Palladiom Thermostat: Palladiom® thermostats control temperature with style. Buttons and faceplates are flush to each other and feature consistent material to create a clean, minimalist look and are available in plastic, metal and glass. Large, tactile buttons with backlit, engraved text are simple to operate and easy to find in a darkened room. Matches the Palladiom® Keypad for a beautiful consistent design for your guest. The Palladiom® thermostat is a two-piece, low-voltage wired, QS-link thermostat.

Temperature Control: Thermostats will be programmed with the setpoints noted above. Guests can additionally adjust temperature while in the room for their comfort.

Shades: Seamless integration with ultra-quiet Lutron shades and drapery tracks simplifies installation and provides a delightful experience for your guests while saving you money. No additional interfaces are required when working with Lutron shades or drapery tracks.

Guest Presence Detection: Lutron's industry leading detection of guests in the space uses a combination of an in-room motion sensor, a door sensor (or integration with the door locks 2) and logic that captures any button press in the room. If a guest is present in the space, the system turns over control to the guest, while saving energy when the room is empty. This helps avoid False Offs and unexpected surprises for your guest.

Continued on next page

1 Temperature setpoint is displayed as [Heating Mode Setpoint]/[Cooling Mode Setpoint]

2 Requires door contact, if lighting and shade control is desired on door open.

Privacy and Doorbell Control: Signage (by Lutron or others) outside the room will indicate room status with a Red LED for Privacy, and a Green LED for Service. When “Privacy” is activated, the doorbell will be disabled so as not to disturb your guest.

Occupancy: Occupancy timeout will be 15 minutes. Occupancy will affect the whole room together. Occupancy of the room is defined by the guest presence detection algorithm.

Window/Balcony Door Contact Integration: The HVAC will shut off when window/balcony door is open and will resume operation when the window/balcony door is closed.

Property Management System (PMS):
To provide the maximum energy savings for guestrooms, it is necessary to put unrented rooms into a deep energy saving mode. This is done with a temperature setback, all lighting off, and drapes closed. The Lutron® system receives this information from the hotel’s PMS.

The Lutron® PMS interface interprets guest check-in and check-out information, HVAC data, message lights, privacy, and housekeeping for ‘do-not-disturb’

Building Management System (BMS):
The Guestroom control unit is BACnet® Testing Laboratories (BTL) certified to allow for seamless integration betwen myRoom and the BACnet® system in the hotel. BACnet® enables the BMS to control, monitor and manage lights, shades, devices, and HVAC systems in the guestrooms. This allows for a single, familiar user interface for your entire building. The information available through the myRoom™ system includes light levels (on/off/level), shades levels (open/closed/level), room temperature, temperature setpoints, thermostat alarms, lighting and HVAC power data, device statuses and much more.

Pre-wire

An on-site visit designed to familiarize the electrical contractor with wiring and mounting of system devices, discuss the construction schedule, and review Lutron® documentation.

Start-up

An on-site service to develop the Lutron® guestroom control system database. This service is typically required when programming information was not provided to Lutron® prior to the shipping the system devices or when the customer requests/requires on site person

Training

On-site Scene and Level Tuning visit to make guestroom adjustments per the direction of a guestroom designer. These adjustments may include light level, fade time, and delay in guestroom scenes. The visit may occur after hours. Quantity dictates the number of days purchased.

Section 7: **Maintenance Requirements**

Maintenance

Lutron® products are designed to have minimal maintenance requirements as detailed below:

Processors

Clean the front cover as needed.

Wall Controls and Thermostats

Clean the front surface with a soft towel moistened with a mild soap solution (non-ammonia). Clean approximately every six months. Do not spray cleaning solution directly at any wall control.

Danger: Any liquid entering products with line (mains) voltage may reach components, cause personal injury, damage the equipment, and void the warranty.

Sensors

No maintenance required.

DIN/Processor Power Panels

Visually inspect installation periodically. Keep airflow clear of obstructions. DIN Power Panels generally need 12 in. (300 mm) of clearance in front of the enclosure for airflow.

Battery powered devices (battery replacement)

Replace batteries as needed with the correct type of battery. See the individual product installation sheet for battery specifications.

Section 8: **Warranty Information**

Please see the warranty enclosed with the product, or visit:
http://www.lutron.com/en-US/ResourceLibrary/warranty/Lim_Warranty_starting_Oct2011.pdf

For additional information, please refer to the corresponding data sheet, located at www.lutron.com/myRoom

Worldwide Technical and Sales Assistance

If you have questions concerning the installation or operation of this product, call the Lutron® Technical Support Center.

Please provide the exact model number when calling. Model number can be found on the product packaging. Example: QSE-IO

U.S.A., Canada, and the Caribbean: 1.800.523.9466
Other countries call: +1.610.282.3800
Fax: +1.610.282.1243

Visit us on the web at www.lutron.com

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