Lutron PRO Points Frequently Asked Questions

How do I get started with PRO points?

Make sure you have a myLutron account with your PRO account # in order to earn points!

Your PRO account # must be correctly linked to your myLutron profile in order to automatically earn points. Adding your PRO account # via the Lutron App will not automatically update your myLutron profile. Follow the instructions or e-mail myLutronSupport@lutron.com to ensure your Lutron PRO account # is associated with your myLutron account!

How do I ensure I am earning PRO points from my Caséta and RA2 Select jobs?
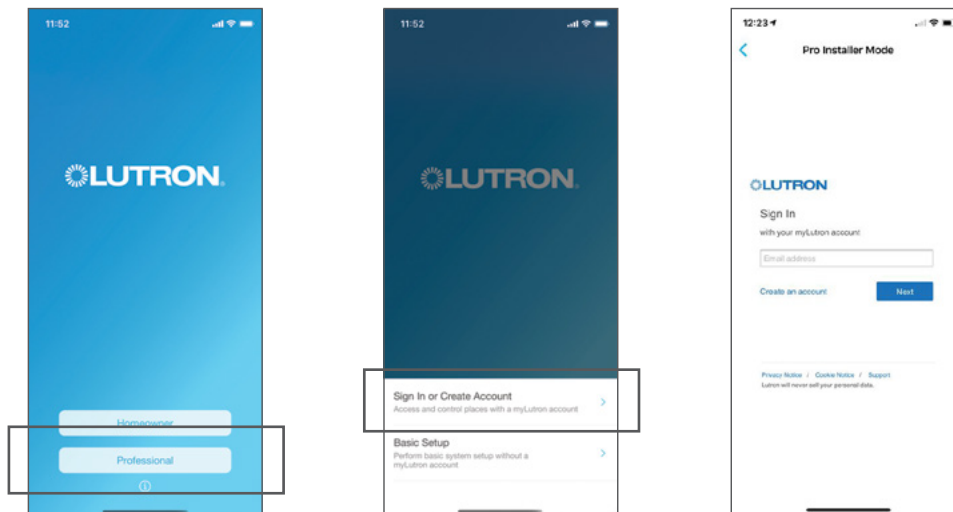
To ensure your Caséta and RA2 Select jobs automatically populate in your PRO dashboard and earn you points:

- Projects must include a Caséta Smart Bridge/Smart Bridge PRO or RA2 Select main repeater.

What are my login options?

- Setup must be completed via Pro Installer Mode in the Lutron App (must be version 7.0.0 or greater).

  Click on "Professional" on the home screen and sign in to your myLutron profile (shown below).

- Tap "Profile" on the top corner of the App and ensure your contact information is correct, as this will be displayed to the homeowner within their App. Also, make sure your Lutron PRO account number is entered correctly. If changes need to be made, please follow the steps on page 1 to associate your account number so you receive credit for the systems you install.

- For further assistance, please contact myLutronSupport@lutron.com.
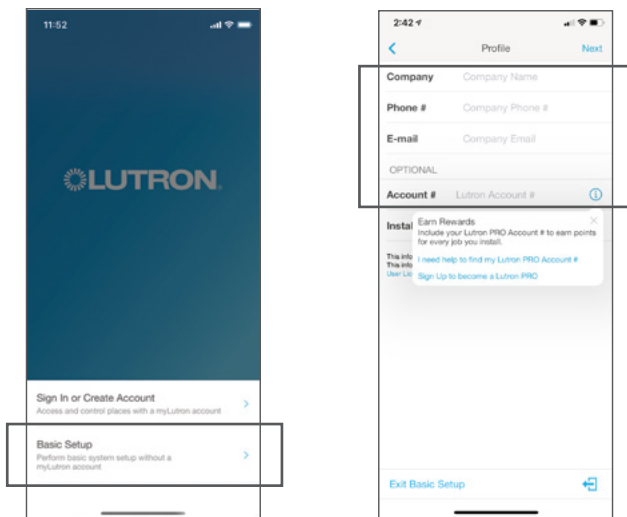
Login with myLutron (recommended)

Using Basic Setup (manual profile creation)

- If you do not log in with a myLutron account, you need to use Basic Setup and **must** manually type in your account information in order to receive points.

How do I ensure I am earning PRO points from my RadioRA 2 jobs?

To ensure your RadioRA 2 jobs automatically populate in your PRO dashboard and earn you points:

- The project must include a Connect Bridge.

- Software must be version 12.6 or greater.
  - You can download the latest software from your myLutron profile. It's located under "Design Software" beneath the "Technical Information" tile.

- Your myLutron profile **must** include your PRO account #.

   NOTE: If you downloaded the RadioRA 2 software before you associated your PRO account number with your myLutron profile, you will need to log out / log back in to the software in order to refresh your credentials. Click on your name in the top right corner, click "log out," and then sign back in using your myLutron profile email address and password.

How do I ensure I am earning PRO points from my shades jobs?

To ensure your shades jobs automatically populate in your PRO dashboard and earn you points:

- Your **distributor** must provide your Lutron PRO account # when he issues the PO to Lutron. Once the shade order ships from Lutron, credit will be added to your account.

How do I redeem PRO points?

As a Lutron PRO, you can redeem points for Lutron product, apparel, and more in the PRO dashboard. Here's how.

1. Once logged in to the dashboard, navigate to the PRO points tile, where you'll see your current points balance.
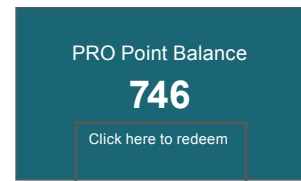
   Important: Points are for eligible Caséta, RA2 Select, RadioRA 2, and Sivoia QS Triathlon shades projects.

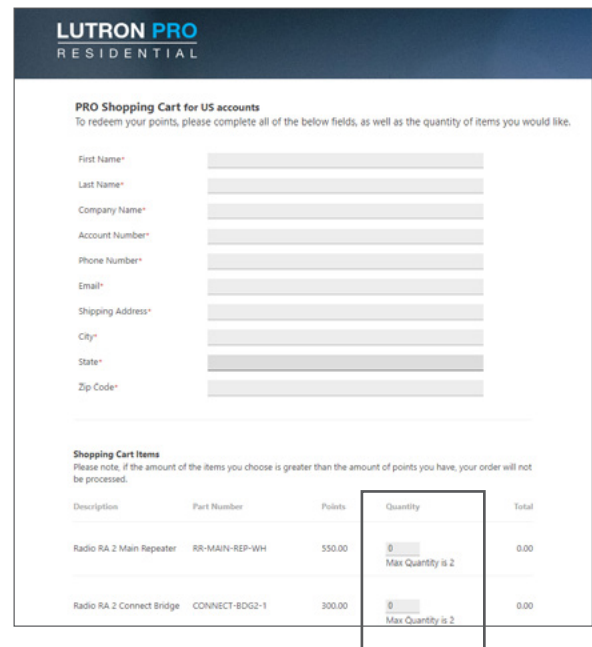2. To place a new order using points, click on the "Click here to redeem" link.

   Important: Order requests to redeem your PRO points must be of equal or lesser value than your current PRO points balance.

3. Complete the Quantity column with the number of each item that you wish to order.

   Special Note: When ordering a t-shirt, click on the text labeled "Select Size". From there, select your desired size from the drop-down menu and type in the quantity that you wish to order in that size.

PRO Point Balance
746
Click here to redeem

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PRO Shopping Cart for US accounts
To redeem your points, please complete all of the below fields, as well as the quantity of items you would like.

First Name*
Last Name*
Company Name*
Account Number*
Phone Number*
Email*
Shipping Address*
City*
State*
Zip Code*

Shopping Cart Items
Please note, if the amount of the items you choose is greater than the amount of points you have, your order will not be processed.

Description	Part Number	Points	Quantity	Total
Radio RA 2 Main Repeater	RR-MAIN-REP-WH	550.00	0 Max Quantity is 2	0.00
Radio RA 2 Connect Bridge	CONNECT-BDG2-1	300.00	0 Max Quantity is 2	0.00

How do I earn PRO points and how are they calculated?

Earn PRO Points for your registered projects and redeem them for free Lutron product, apparel, and more!

- PRO points are automatically populated in your PRO dashboard when you follow the proper steps for logging Caséta, RA2 Select, RadioRA 2, and shades jobs.

  Points calculation — Lutron will reward PRO points for:

- 2% of the List price value of every device that is connected to (and including) the Caséta Smart Bridge/Smart Bridge PRO, RA2 Select main repeater, or RadioRA 2 Connect Bridge (this equals one point for every $50.00 List price)*.

  *Points are not awarded for devices/components that are not connected to the system via a Smart Bridge PRO, main repeater, or Connect Bridge (accessories, wallplates, etc.).

- 2% of the List price value of every Sivoia QS Triathlon shade and device on the order (this equals one point for every $50.00 List price).

Additional Questions?

Contact your local Lutron representative. You can also email LutronPRO@lutron.com.

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