

Service and Support Options

TECHNOLOGY SUPPORT PLANS – UPDATED FEATURES

		Silver Plan	Gold Plan	Platinum Plan
Plan Features	100% Parts & 100% Lutron Labor Coverage	•	•	•
	Scheduled Maintenance Visit(s)		•	•
	24-Hour Onsite/Remote Response Time			•
	48-Hour Onsite/Remote Response Time		•	
	72-Hour Onsite/Remote Response Time	•		
	Priority Support Line			•
	Unlimited Technical Hotline Support	•	•	•
	Remote Diagnostics (Applicable for connected Quantum, Athena, and Vive Systems)	•	•	•

Technology Support Plans (TSPs)

What do TSPs do for Your Customers and Their Projects?

TSPs are prepackaged protection plans offered in Silver, Gold, and Platinum tiers as shown above – that extend the system factory warranty by up to 10 years to make sure you are covered when the unexpected happens.

Updated for 2022:

Improved Plan Response Times – To ensure best-in-industry service and support, we continue to offer 24-hour maximum diagnostic response times for Platinum TSP Plans. Our Gold Plan now features a 48-hour guaranteed response time (previously 72-hours), and our Silver Plan improves to a 72-hour guaranteed response time (previously first-available).

NEW Priority Service Line for Platinum-Tier Plans – An all-new benefit reserved for Platinum TSPs, our priority service line moves your call to the top of the service queue to provide the fastest available service for your most time-sensitive projects.

For more information on Technology Support Plans, click [HERE](#) or scan the code.

