Engraving Process for HomeWorks Keypads

Lutron believes that proper keypad engraving leads to higher customer satisfaction and is an important part of the HomeWorks experience. Therefore, we want to make it as easy as possible for you to deliver this service to your customers.

Final system programming and engraved buttons are normally provided by the Lutron Residential Systems Provider (RSP) who sold and installed the system. Engraving details and button programming are interdependent. The RSP works with the homeowner to finalize the programming and engraving.

If you have questions or changes/additions you would like to make to your system, the RSP is best able to help. If you do not have a RSP that you are working with, click on Where to Buy link at the top of this page, then select "HomeWorks" and enter your zip code to find a certified RSP near you.

Since March 2008, Lutron has bundled the cost of engraving with each keypad. From March 2008 until March 2009, Lutron included prepaid engraving certificates with every keypad shipped. These were redeemed through the HomeWorks Illumination software to order engraved button kits for products purchased.

Effective March 2, 2009, prepaid engraving certificates are no longer required and will not be included with products that ship on or after this date. For each product purchased, Lutron is now issuing one electronic engraving credit to your account. Each engraving credit is redeemable for one engraved button kit. Lutron RSPs can review their engraving credit balance on DIMS (https://dims.lutron.com) or by contacting your Customer Service Representative (1-888-LUTRON1).

Instructions for personalized HomeWorks button engraving for products which include engraving credits*

Electronic engraving credits can be redeemed with the Engraving Manager in the Illumination Software revision 1.41 Beta or higher.

1. Determine final engraving. For tabletop keypads, temporary labels can be used until final programming and engraving is determined.

2. Utilize the HomeWorks Illumination software to specify the engraving details for the desired controls.

3. Redeem engraving credits through the Engraving Manager in the Illumination software by submitting your engraving specifications electronically to Lutron.

   Note: Your HomeWorks Residential Systems Provider information must also be entered into the database before sending engraving details.

4. Your custom, engraved button kit(s) will be shipped to you.

  *Engraving Credits have no cash value.

 **One engraving credit is accrued on the purchaser's account for each HomeWorks wall-mounted and tabletop keypad, which ships as part of a HomeWorks system. For other keypad types, refer to the HomeWorks Technical Specification Guide.