

Service and Support Options

CONTRACTORS/INSTALLERS



The Lutron Service Difference

Featured services are targeted to those responsible for installation, startup, and integration of Lutron commercial solutions – e.g. electrical contractors, general contractors, commercial integrators.

Construction timelines are challenging. Lutron Services are designed to help simplify and streamline the installation and startup process, and to ensure less rework on site. From the initial prewire session, to the post wire termination visit, through commissioning of the system, Lutron is here to help you hit key construction milestones, and to guide your lighting and controls project each step of the way.

What do Lutron Services do for you and your projects?

- Confirm installation and wiring is correct to mitigate risk and minimize delays
- Ensure all 3rd-party gear is integrated correctly
- Help you select the right startup solution for your job to meet demanding schedules

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Select the right services for your project –

Installation and Wiring Verification Services

Projects move fast – Installation and wiring services help minimize the risk of delays and avoid confusion. Lutron verifies installation and wiring before or after you've begun the wiring process.

Pre-Wire Verification

Coordinate with Lutron early in the process to eliminate potential miswires and stay on schedule. A pre-wire verification session (onsite or remote) is designed to familiarize the electrical contractor with wiring and mounting of system devices, discuss the project construction timeline and review the Lutron Submittal package; in particular the one-lines, device specification documents and the system layout.

- Remote Pre-wire – a remote session (LSC-PREWIRE-RMTE)

- Onsite Pre-wire – an in-person visit (LSC-PREWIRE-ONST)

Post-Wire Termination Verification

To confirm your system is wired correctly and communicating appropriately, Lutron will verify that the processors are online, the devices are installed and wired properly, and the system is communicating properly prior to system startup.

- Onsite Post-wire – an in-person visit (LSC-POSTWIRE-VST)

Integration Service

For projects that include a BMS system, or other 3rd-party system that will integrate with the Lutron solutions, this consultative service is designed to create a detailed plan for integration between all involved parties and to support setup between vendors.

- System and Network Integration Consultation – an in-person visit (LSC-INT-VISIT)

Startup Options

Some Lutron systems – including Quantum and Athena – require factory startup which is built into the cost of your project. Other systems don't require factory startup and you can choose to start it up yourself, have Lutron do it for you or somewhere in between. For all projects, you have the option of normal business hour startup or after-hours if that is more conducive to your project schedule.

Speak to a Lutron Service Representative about all your startup service requirements and options and choose what's best for you.

After Hours Startup

Schedule this service when projects are fast-tracked or schedules require technicians to support startup outside of typical business hours or on holidays.

- Onsite, After-Hours Startup – applied to entire full-scope startup (LSC-AH-SU)

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Choosing the right service options

Many of the Lutron services are offered in both onsite or remote formats.

Remote Service

Remote services options generally offer a more immediate, less intrusive, and less costly way to connect with Lutron. A factory-trained, remote Lutron Service Representative will work with members of your team through an Internet or telephone connection, without the need to host a physical, onsite visit.

We understand you many have questions about the security of Lutron remote services. With remote services we provide two options:

- With your permission we may make a secure remote connection to your system and make changes directly with a representative from your team on the line.
- We may create a secure screen-sharing connection in which a Lutron Service Representative works with a member of your team to provide step by step instructions.

Onsite Service

Onsite services involve hands-on, in-person engagement with a factory trained Lutron Service Representative. During an onsite visit, Lutron will come to your site, navigate the building and system, and can make system adjustments while seeing the space.

Next steps

Want to discuss your service options?

If you're unclear about the best option for your situation, let us help. We'll reach out to you either by phone or email, whichever you prefer. Start here: lutron.com/ServiceQuestion

Ready to schedule?

- Schedule online [Lutron.com/ScheduleService](https://lutron.com/ScheduleService)
- Schedule over the phone at 1.800.523.9466

lutron.com/service

Lutron Electronics Co., Inc., 7200 Suter Road, Coopersburg, PA 18036-1299

Customer Assistance

Online: lutron.com/help | Email: support@lutron.com

Phone: 1.844.LUTRON1 (588.7661)—includes 24/7 technical support

