

Training Visit (LSC-TRAINING)

Description:

Visit to provide system training to site personnel.

Visit Summary:

- Standard training agendas, by system type, are available on www.lutron.com or within system submittals.
- Lutron Field Service Engineer can consult with the facility representative, prior to or at the beginning of the visit, in order to tailor training to site personnel.

Additional Information:

- Lutron requires 10 business days notice to schedule an on-site visit.
- Coordination of required attendees is the responsibility of the facility representative.
- Quantity dictates the number of days purchased.
- Facility representative should secure access to the required areas prior to visit date.
- Will be conducted during normal business hours, unless otherwise stated.
- Standard start-up for some system types may already include a separate training visit. Consult your Lutron representative for more details.
- Should be performed after building is in operation.

Toll-free 24/7 Technical Support Line: 1.800.523.9466

To schedule a visit, contact Lutron Scheduling Representatives:

Phone: 1.800.523.9466, ext. 4439

Email: LSCscheduling@lutron.com

<p>Job Name:</p> <p>Job Number:</p>	<p>Model Numbers:</p>
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Equipment Integration Meeting Visit (LSC-INT-VISIT)

Description:

Meeting coordinated by facility representative between Lutron, other manufacturers, and a facility representative to discuss equipment and integration procedures.

Visit Summary:

- A Lutron Service Representative will attend a meeting at the location determined by a facility representative to discuss integration procedures.

Additional Information:

- Lutron requires 10 business days notice to schedule an on-site visit.
- If possible, please provide any necessary documents to a Lutron Scheduling Representative prior to the meeting date. We request a list of any equipment the Lutron system is expected to integrate with.
- Coordination of all required attendees is the responsibility of the facility representative.
- Quantity dictates number of visits purchased.
- Will be conducted during normal business hours, unless otherwise stated.

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System Optimization Visit (LSC-SYSOPT)

Description:

Visit by a Lutron Field Service Engineer to evaluate system usage and discuss opportunities to make efficiency improvements that will fit with the current use of the facility. If an LSC-ENERGY-AUD (Energy Audit) was also purchased, this is the follow-up visit to implement the chosen improvements.

Visit Summary:

- Meeting with a facility representative to agree upon system improvements.
- If purchased as a stand-alone visit:
 - On-site evaluation of current system usage can include:
 - ▶ Sensor calibration
 - ▶ Timeclock programming
 - ▶ Light level analysis
 - ▶ Sensor layout support
 - ▶ Training
 - Lutron may not be able to complete all changes if additional equipment or time is required.
 - If a sufficient amount of time remains in the visit and no additional equipment is required, implementation of approved improvements can begin.
- When purchased in conjunction with LSC-ENERGY-AUD, a facility representative must inform Lutron of the requested changes, based on energy audit assessment, prior to visit date. This will ensure that Lutron has the required materials/parts available on-site. Depending on the scope of work, quotations and representatives from other trades may be required, in some cases.

Additional Information:

- Will be conducted during normal business hours, unless otherwise noted.
- Quantity indicates the number of one-day visits purchased.
- Facility representative should be present during the evaluation portion of the visit.
- Lutron requires 10 business days notice to schedule an on-site visit.
- Facility will not be obligated to implement improvements suggested.
- Coordination of required attendees is the responsibility of the facility representative.
- Facility representative should secure access to the required areas prior to the visit date.
- A sample checklist to be used during the visit can be provided upon request.
- Should be performed after building is in operation.

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Aim and Focus Visit (LSC-AF-VISIT)

Description:

Aim and focus visit to make lighting adjustments per the direction of a lighting designer.

Visit Summary:

- Lighting designer will dictate what, if any, changes will be made.
- These adjustments may include light level, fade time, and delay in lighting scenes.
- Facility representative and/or lighting designer will sign-off on all work at the completion of the visit.

Additional Information:

- Lutron requires 10 business days notice to schedule an on-site visit.
- Coordination of required visit attendees, including lighting designer, is the responsibility of the facility representative.
- Quantity dictates the number of days purchased.
- Facility representative should secure access to the required areas prior to the visit date.
- This visit may occur after hours.
- Should be performed after building is in operation.

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Scheduled Maintenance Visit (LSC-SCHD-MAINT)

Description:

Visit to perform preventative maintenance, minor reprogramming, and conduct system training. The Lutron Field Service Engineer will review service options with the facility representative prior to beginning any work. At the completion of the visit, the facility representative will receive documentation that describes the work performed and any recommendations for future service.

Visit Summary:

According to the requests of the facility representative and time available, the Lutron Field Service Engineer may complete the following tasks:

- Train facility staff on the operation and maintenance of the system.
- Update staff on the utilization of features and new capabilities.
- Make minor programming changes as requested.
- Perform full system check and preventative maintenance to ensure that the system is working properly.
- Provide a system status report detailing the tasks accomplished on the visit date, important findings, and any recommendations to increase system efficiency and user satisfaction.
- Compile a list of spare parts to purchase for future use, upon request.

Additional Information:

- Lutron requires 10 business days notice to schedule an on-site visit.
- Coordination of required attendees is the responsibility of the facility representative.
- Quantity dictates the number of days purchased.
- Facility representative should secure access to the required areas prior to the visit date.
- Will be conducted during normal business hours, unless otherwise stated.
- An example of the Scheduled Maintenance Visit checklist can be provided upon request.
- Should be performed after building is in operation.

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On-site Walkthrough (LSC-WALK)

Description:

An on-site walkthrough by a Lutron Field Service Engineer to demonstrate system functionality to the commissioning agent. This is typically purchased in conjunction with LSC-LEED-DOC.

Visit Summary:

- A Lutron Field Service Engineer will perform tasks, at the request of the facility representative or commissioning agent. Those tasks may include, but are not limited to, the following:
 - Demonstrate wall control functions
 - Explain timeclock schedules
 - Describe occupancy and/or daylight sensor functionality

Additional Information:

- Lutron requires 10 business days notice to schedule an on-site visit.
- Coordination of the required visit attendees, including the commissioning agent, is the responsibility of the facility representative.
- Quantity dictates the number of days purchased.
- Facility representative should secure access to the required areas prior to the visit date.
- Visit occurs after Lutron has completed the start-up of all equipment.
- This visit may occur after hours.

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LEED Commissioning Documentation (LSC-LEED-DOC)

Description:

Lutron will provide documentation that details the start-up procedure being performed for the lighting control system. Upon completion, a Lutron Service Representative will supply the job-specific start-up documentation. The Lutron documentation includes a process to follow, details on tests performed and an area that documents any test results.

Summary:

- Lutron has standard LEED documentation that we can complete during the start-up.
- If site wants to use their own documentation, they must provide it to Lutron for review and approval prior to start-up.
- Lutron will coordinate the organization of any required lighting control documentation with a facility representative.
- Documentation must be completed during the Lutron start-up visit.

Additional Information:

- Cannot be purchased after the Lutron start-up has commenced.
- If a walkthrough with a commissioning agent is required, an LSC-WALK must also be purchased.

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After Hours Start-up (LSC-AH-SU)

Description:

A system start-up performed outside of normal business hours by a Lutron Field Service Engineer.

Visit Summary:

- Standard Lutron start-up procedures will apply. Additional details can be found within system submittals.
- Applies if any portion of the start-up falls outside of normal working hours (Monday through Friday, 7 a.m. to 5 p.m.).

Additional Information:

- Lutron requires 10 business days notice to schedule an on-site visit.
- Facility representative should secure access to the required areas prior to the visit date.

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Energy Audit (LSC-ENERGY-AUD)

Description:

The lighting control system audit is an assessment containing a system overview with suggestions to enhance energy savings, based upon an on-site evaluation by a Lutron Service Representative. Lutron can identify operational practices that can substantially reduce lighting energy usage. The on-site evaluation will include a lighting control system inspection and brief interviews with facility stakeholders to get a better understanding of how the lighting system is currently used. This will aid Lutron in determining changes that will work for the facility. The assessment will be delivered to the facility representative at a later date.

Summary:

- Visit will include:
 - Interviews with site operating personnel
 - Walkthrough of the facility to become familiar with the building operation and to identify areas of energy waste/inefficiency concerning the lighting control system.
 - Findings will be reported in the assessment.
- Assessment will identify opportunities to improve lighting energy usage and may contain rough estimates of implementation cost.
- Assessment will be provided at a later date following the completion of the on-site evaluation.

Additional Information:

- Consultation and site walkthrough with the facility representative to inspect system usage will be scheduled on a mutually agreed upon date.
- Visit will be conducted during normal business hours, unless otherwise stated.
- Facility representative must be available to Lutron for the duration of visit.
- Coordination of all required attendees is the responsibility of the facility representative.
- Facility representative should secure access to the required areas prior to the visit date.
- End user will not be obligated to implement the improvements suggested.
- Visit will not include implementation of suggestions.
- If end user chooses to implement suggested changes, a quote for an LSC-SYSOPT visit can be provided upon request.
- A sample checklist to be used during the visit can be provided upon request.
- Should be performed after building is in operation.

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