



Controls Service Plans

Enhance your operations



Customizable Service Plans Put You First

Protect Your Investment

Control Service Plans offer proactive onsite and remote diagnostics, configuration changes, training, and software/firmware updates typical of maintaining lighting control systems. Service Plans help facility managers and owners maintain their investment for optimal performance and maximum value.

Key Benefits

- Eliminate budgetary surprises with our pre-paid coverage options
- Reduce downtime with preventative maintenance guided by factory experts
- Optimize energy savings as your building needs evolve
- If the need arises, our service team is equipped to rapidly respond to any issues

Service Plans

The following chart provides included features for each service plan level.

Feature	Silver	Gold	Platinum
Response Time (hrs)	First Available	72	24
Remote System Performance Checks Per Year	4	6	12
Annual On-Site Visit	1	1	2
Fully Customizable	✓	✓	✓
Remote Diagnostic	✓	✓	✓
Replacement Parts	✓	✓	✓
nLight Enabled Lighting	✓	✓	✓
Expedited Warranty Process	✓	✓	✓
Dedicated Customer Advocate			✓

Is a Service Plan Right for You?

- **Budgeted Expense:** Would you like to avoid unplanned expenses for your budget?
- **Revenue-Generating Spaces:** Is uptime critical to your revenue-generating space?
- **Energy Savings:** Would you like to capitalize on energy saving opportunities by continuously optimizing your building operations?
- **Technical Expertise:** Would you prefer Acuity Brands to maintain and modify your lighting controls system?
- **Modification Frequency:** Do your lighting needs vary with seasonal changes or facility layout adjustments?
- **User Training:** Do you have staff turnover or multiple users responsible for operating and maintaining your controls?

How to Purchase

Our service plans are available in single or multi-year arrangements and can be customized to fit your exact needs. Please contact your local Acuity Brands representative to purchase a service plan. Click [here](#) to find your local representative.



Commercial Office

Industrial

Education