

SERVICE PLANS

The following chart provides included features for Controls Service Plans – Remote. This service plan is only available to the following systems

1. Networked nLight Wired system with nLight Eclipse and CIAIRity Link.
2. Networked nLight Wireless system with nLight Eclipse and CIAIRity Link.

Feature	REMOTE
Response Time (hrs)	2 Hrs
Remote System Performance Checks Per Year	4
Annual Remote Sessions	2
Fully Customizable	✓
Remote Diagnostics	✓
Replacement Parts	✓
nLight Enabled Lighting	✓
Expedited Warranty Process	✓



CONTROLS SERVICE PLANS
-REMOTE

ORDERING INFORMATION

Example: ASCSP REM Z1 D2 3Y											
Series		Tier		Geography ¹		Device Count ²		Term Length ³		Additional Annual Onsite Visits (Optional)	
ASCSP	Control System Service Plans	REM	Remote	Z1	Lower 48 States	D1	0-250 Devices	1Y	One Year	[blank]	None
				Z2	Alaska/Hawaii	D2	251-500 Devices	2Y	Two Years	1D	One Day
				Z3	Canada	D3	501-1000 Devices	3Y	Three Years	2D	Two Days
				Z4	International/US Outlying Minor Islands	D4	1001-1500 Devices			3D	Three Days
						D5	1501-3000 Devices			4D	Four Days
						D6	Greater than 3000 Devices				

- Notes:
1. Location of the project.
2. Device count includes the total number of control devices, including devices embedded in luminaires, in the system.
3. Service Plan Term will be capped at 10 Years from the date of substantial completion. Contact Acuity Brands to discuss if you require service plans past 10 years.

SERVICE PLAN FEATURES

Response Time

Response times are reserved for control system issues. The response time obligation does not apply to annual remote sessions or any other portion of the service plan. Response Time will be applicable from 8 AM – 6 PM EST (Monday – Friday) and after-hours support will be available outside of these hours and on Acuity Brands Holidays.

The end-user must contact Acuity Brands in the event of a system issue at 800.535.2465. Upon reaching an Acuity Brands representative, the end-user must provide his or her name, the organization from which he or she is calling, and confirmation that the end-user is a service plan customer. The response will be a remote connection to the system. Response times are when Acuity Brands starts the troubleshooting -- not when the troubleshooting will be completed.

In the event an onsite visit is required, the customer will have to purchase a Controls System Troubleshooting visit. Acuity Brands will schedule a time (between 7am and 8pm local end-user time) to conduct the visit. If the proposed date or time is not convenient for the end-user and a new time must be identified, the response time will be considered met even if the actual visit must occur outside the response time obligation.

Remote System Performance Check

Acuity Brands will schedule remote performance checks for service plan customers in logically spaced intervals based on the number of remote performance checks in the applicable service plan. Acuity Brands will remotely connect to the end user's lighting control system network to pull the latest log files, database, etc. for investigation.

Remote performance checks include investigation and reporting back to the end-user of the following items:

- Device online/offline status
- Availability of device firmware updates
- Device health status
- Gateway log review
- System log review

Upon completion of the review, Acuity Brands will provide a document with the results of the performance check, along with recommended actions to ensure stable and predictable system performance.

Annual Remote Session

Annual remote sessions are to perform activities such as preventative maintenance, end-user personnel training, and system reprogramming.

Acuity Brands will schedule the annual remote session with the end-user. However, the end-user is welcome to reach out to Acuity Brands to request a date for the remote session. There is no portion of the service plan year during which the annual remote session is guaranteed to take place. However, Acuity Brands will endeavor to accommodate the needs of each end-user. The annual remote session will be conducted during normal working hours, M-F 8am to 5pm, local end-user time. Annual remote sessions will not exceed 4 hours, unless otherwise agreed upon.

Prior to the remote session, Acuity Brands' representative will review a list of the services to be performed and will budget the time required for each, in order to set the expectation with the end-user for what can be completed during that remote session. There is no guarantee that the work will be completed during the remote session. At the end of the remote session Acuity Brands' representative will review the report of progress made and any subsequent actions that may need to be taken. Acuity Brands will advise the end-user of the time required to complete the remaining actions and provide a quote to the end-user for the additional time needed.

Remote Diagnostics

As part of a request from the end-user for troubleshooting a system issue, Acuity Brands may remotely connect to the lighting control system to begin the diagnosis.

Acuity Brands may connect to the end-user's networked control system via one of two methods:

- 1) Cellular enabled modem utilizing CIAIRity Link

When connecting through a cellular enabled modem, Acuity Brands connects directly to the end-user's lighting controls network without the need to interface with the end-user's LAN.

- 2) End-user provided LAN/WAN access.

Note, not all Acuity Brands lighting control systems support remote connectivity.

Replacement Parts

During the term of the Control Service Plan, Acuity Brands will replace any controls product (or component part within the product) that fails to comply with the terms of the Limited Warranty for the product available at <https://www.acuitybrands.com/support/warranty/terms-and-conditions>. Any replacement will be subject to the exclusions and limitations of the Limited Warranty.

nLight Enabled Lighting

Acuity Brands will provide remote diagnostic labor to diagnose system performance issues in systems with nLight enabled lighting and include replacement parts for components in nLight enabled lighting manufactured by Acuity Brands in accordance with the "Replacement Parts" paragraph above.

Expedited Warranty Processing

To facilitate prompt resolution of warranty claims, Acuity provides Controls Service Plan customers direct to manufacturer expedited warranty processing when a defective part is diagnosed by an Acuity Brands representative, the Acuity Brands representative will enter a priority claim on the end-user's behalf. The Acuity Brands representative will work with Acuity Brands Warranty Services to process the claim and ensure Acuity Brands Customer Care is able to expedite the shipment of replacement parts as needed.

Service Plan Customizations

Service plans may be customized at quote time. For example, if an end-user would like to add onsite visits, Acuity Brands can quote that annual visit as part of a customized service plan.

ADDITIONAL SPECIFICATIONS

- Only available with nLight®, nLight® AIR, nLight® Eclipse, systems. For other systems, contact Acuity Brands.
- For the complete terms and conditions, see the Acuity Brands Service Plan Terms and Conditions available at: <https://www.acuitybrands.com/support/customer-support/terms-and-conditions>.