

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			✓



CONTROLS SERVICE PLANS SPECIFICATION SHEET

ORDERING INFORMATION

Example: ASCSP SILV Z1 D1 YES 1Y 2D											
Series		Tier		Geography ¹		Device Count ²		Remote Access ^{3,4}	Term Length ⁵		Additional Annual Onsite Visits(Optional)
ASCSP	Control System Service Plans	Silv	Silver	Z1	Lower 48 States	D1	0-500	YES	1Y	One Year	[blank] None
		Gold	Gold	Z2	Alaska/Hawaii	D2	501-1000	NO	2Y	Two Years	1D 1 Day
		Plat	Platinum	Z3	Canada	D3	1001 - 2500		3Y	Three Years	2D 2 Days
				Z4	International/US Minor outlying Islands	D4	2501-5000		4Y	Four Years	3D 3 Days
						D5	5001 - 7500		5Y	Five Years	4D 4 Days
						D6	7501- 10,000		6Y	Six Years	
						D7	10,001 - 15000		7Y	Seven Years	
						D8	15001 and above		8Y	Eight Years	
									9Y	Nine Years	
									10Y	Ten Years	

Notes:

1. Location of the project.
2. Device count includes the total number of control devices, including devices embedded in luminaires, in system.
3. Remote Connectivity utilizing CLAIRITY™ Link. CLAIRITY Link to be purchased separately. Contact Acuity Brands for other options or to upgrade your system to enable Remote Connectivity.
4. For projects that have a Fresco™ system, mark this as NO.
5. 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 time visits are reserved for control system issues. The response time obligation does not apply to annual on-site visits or any other portion of the service plan.

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. A response can either be an onsite visit or 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, Acuity Brands will schedule a time (between 7 AM and 5 PM local time, Monday - Friday, excluding Acuity Brands Holidays) 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

Similar to an annual on-site visit, 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: Qty 4 (Quarterly) for Silver; Qty 6 (bi-monthly) for Gold; Qty 12 (monthly) for Platinum.

Remote performance checks are performed via one of two methods:

- For end-users with remote connectivity enabled:
 - Acuity Brands will remotely connect to the end user's lighting control system network to pull the latest log files, database, etc. for investigation
- For end-users without remote connectivity
 - Through instruction from an Acuity Brands representative, the end-user will download the current log files, database, etc. and email them to Acuity Brands 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 On-Site Visit

Annual on-site visits are to perform activities such as preventative maintenance, end-user personnel training, and system reprogramming.

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

Prior to the visit, Acuity Brands' on-site 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 visit. There is no guarantee that all the work will be completed during the visit. At the end of the visit, 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

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 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.

Dedicated Customer Advocate

For the Platinum service plan customers, Acuity Brands will assign a dedicated customer advocate to serve as a point of inquiry and escalation. This representative's mission is to partner with the end-user to provide predictable stability and robustness of the lighting control system and harness the capabilities of the Acuity Brands Customer Experience Team to promote customer satisfaction.

Service Plan Customizations

Service plans may be customized at quote time. For example, if an end-user likes the Silver service plan, but would prefer an additional annual visit, Acuity Brands can quote that annual visit as part of a customized service plan.

ADDITIONAL SPECIFICATIONS

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