

**REMOTE OPTIMIZATION**

Acuity Brands® Controls System Optimization Remote connects lighting system users with an Acuity Brands® Qualified Remote Service Engineer to optimize control systems to meet both functionality and energy management needs.

**SYSTEM OPTIMIZATION NOTES:**

**Customer Responsibility**

- Ensure Remote access/connectivity to your site. Please reach out to Acuity Brands Technical Support to document and communicate options.
- Document areas where system optimization needs to be performed before the Remote session.
- If the sequence of operation needs to be modified, provide an updated sequence of operation before the remote session. This is to make sure that appropriate time has been allotted.
- A representative familiar with the site that can speak to desired outcomes of the optimization and verify on-site operation.
- Customer representative should have access to all areas and devices.
- Customer representative should have access to as-built documentation.

**Acuity Responsibility**

- Control System Optimization Remote is performed by an Acuity Brands® Qualified Remote Service Engineer
- Review any requested Sequence of Operation modification or optimization request before the remote session with the customer. This is to make sure that appropriate time has been allotted.
- Provide updated Database and Sequence of operation along with the Remote Service Report.

**General Notes**

- Remote session to conduct optimization occur between 8:00 am and 5:00 pm (Local Time), Monday through Friday, excluding most major holidays.
- For any remote visit that requires time outside of the aforementioned schedule, please inquire with your Acuity Brands® agent or distributor.
- Acuity Brands® requires a 5 business day notice to schedule a remote engagement. Expedited service may incur additional charges.
- Cancellation requires a 48-hour (2) business day notice and may be subject to additional charges.
- Service request form is required for Controls System Optimization and is available online: [https://img.acuitybrands.com/public-assets/catalog/1267936/controls-service-request-form.pdf?abl\\_version=05%2f20%2f2021+19:40:50&DOC\\_Type=Other\\_Information](https://img.acuitybrands.com/public-assets/catalog/1267936/controls-service-request-form.pdf?abl_version=05%2f20%2f2021+19:40:50&DOC_Type=Other_Information)
- The services described herein are offered pursuant to the Terms and Conditions for Field Services and the Acuity Brands Technology Services Warranty, available at <https://www.acuitybrands.com/support/warranty/terms-and-conditions>. No modified or additional terms shall apply, including without limitation any terms on a purchase order or other ordering document which are expressly rejected.
- Controls System Optimization Remote is only available for networked nlight systems utilizing an nlight ECLYPSE™ and CLAIRITY™ Link.



*Controls System Optimization Remote*



**ORDERING INFORMATION**

Example: CONTROLS SYSTEM OPTIMIZATION REMOTE

**Series**

CONTROLS SYSTEM OPTIMIZATION REMOTE

## Typical Control System Optimization Remote

Control System Optimization Remote is performed by an Acuity Brands® Qualified Remote Service Engineer. The Remote Service Engineer will evaluate system programming and make modifications to meet the occupants' needs while optimizing energy savings. Functionality checks and adjustments may include:

- Update software and firmware to latest available release
- Optimizing sensor settings
- Adjustment of lighting scenes, presets, and profiles
- Reprogram switch functions
- Enable or update time-based schedules
- Adjust output settings via daylight harvesting and trim levels
- Recommend controls and fixtures to improve user experience and enhance energy savings

**ADDITIONAL SERVICES OFFERED:** Visit our website - <https://www.acuitybrands.com/support/technical-support/controls-service-and-support> or reach out to your Acuity Brands Agent or Distributor for more information.