

## DESCRIPTION OF SERVICE

Acuity Brands® Controls System Troubleshooting will provide you with an Acuity Brands® Qualified Field Service Engineer to conduct troubleshooting on lighting systems exhibiting issues falling outside of the Acuity Brands labor warranty. Our system expert will troubleshoot, correct issues found onsite, assist with replacement parts ordering, and make necessary recommendations to ensure optimum system performance. Controls System Troubleshooting should be purchased in one-day increments.

## TROUBLESHOOTING NOTES:

### Customer Responsibility

- Document problem areas/issues before the site visit. This is to make sure that appropriate time has been allotted for the troubleshooting visit.
- A customer representative that has knowledge and access of problem areas/issues and the control system layout should be present during the troubleshooting visit.
- Provide access to all areas and devices, and provide any equipment required to access any devices.
- It is highly recommended to have an electrician onsite at the same time as the Acuity Brands Qualified Field service Engineer. Any troubleshooting that requires work on high voltage systems cannot be performed by our representatives
- Make sure the occupants are aware of the possibility of lights going ON/OFF as a part of system troubleshooting. If regular operating hours are not suitable, contact Acuity Brands Agent or Distributor.

### Acuity Responsibility

- All system troubleshooting will be performed by an Acuity Brands® Qualified Field Service Engineer.
- Review problem/Issues with the customer before the site visit. This is to make sure that appropriate time has been allotted for the troubleshooting visit.
- Acuity Brands offers accurate and efficient troubleshooting of your controls system. However, depending on the size of your system and the extent of your issue, we may not be able to provide same-day resolution. Any system that requires replacement components that cannot be obtained same day will require a return trip fee if programming by an Acuity Brands Qualified Field Service Engineer is desired or required.
- Provide a Field Service Report that includes Issue Identification and Resolution.
- If the Issue cannot be resolved in the allotted time, provide a plan of action to correct the issue.

### General Notes

- Troubleshooting visit may encompass multiple days depending on the size and complexity of the system or issues.
- Site visits to conduct troubleshooting will occur between 8:00 am and 5:00 pm (Local Time), Monday through Friday, excluding most major holidays.
- For any visit that requires time outside of the aforementioned schedule, please inquire with your Acuity Brands® agent or distributor.
- Acuity Brands® requires a 12 business day notice to schedule an onsite visit. 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 may be obtained through your Agent, Distributor, or by calling 1-800-535-2465 and selecting the Field Scheduling extension. A Service Request Form is required for Troubleshooting.
- Services are subject to Field Service Terms and Conditions: <https://www.acuitybrands.com/-/media/abl/acuitybrands/images/support/customer-support/terms-and-conditions/acuity-brands-terms-and-conditions-for-field-services.pdf%20target=?forceBehavior=open>
- For Services Warranty: <https://www.acuitybrands.com/-/media/abl/acuitybrands/images/support/customer-support/terms-and-conditions/acuity-brands-technology-services-warranty.pdf>



## Controls System Troubleshooting

## ORDERING INFORMATION

Example: CONTROLS SYSTEM TROUBLESHOOTING	
<b>Series</b>	
CONTROLS SYSTEM TROUBLESHOOTING	

## Typical System Troubleshooting

- Complete System Analysis
  1. Controls
  2. Component location and function
  3. Walk-through of-system
  4. System programming
- Symptom Recognition
- Localization of Faulty Function
- Localization of the Faulty Component
- Component Replacement or Repair if Applicable
- Component Order Assistance
- System Restoration to Original Specifications
- Plan and Scheduling for Additional Visit if Required
- Not all items listed above will apply to all troubleshooting visits

**ADDITIONAL SERVICES OFFERED:** Please reach out to your Acuity Brands Agent or Distributor for information on additional services.