Catalog Number:	Date:	Project:

CONTROLS SYSTEM TRAINING REMOTE

Acuity Brands® Controls System Training Remote provides an Acuity Brands® Qualified Remote Service Engineer to conduct training for onsite personnel who will be operating or interacting with the installed lighting control system. Training will focus on programming and troubleshooting the system utilizing the software.

CONTROLS SYSTEM TRAINING REMOTE NOTES:

Customer Responsibility

- Ensure that all appropriate software is installed prior to the remote training session. Please contact Acuity Brand Technical Support for assistance.
- Ensure remote access/connectivity to your site. Please contact Acuity Brands Technical support to discuss options.
- The customer is responsible for ensuring appropriate personnel are in attendance during the user training.
- The training will be conducted using Microsoft Teams and/or TechSee platform and any deviation from this environment will require the customer to provide the required environment.
- Any Media recording of the training sessions if required by the specifications or for future review.

Acuity Responsibility

- All system training will be performed by an Acuity Brands Qualified Remote Service Engineer.
- Acuity Brands will provide an electronic training sign-in sheet for attendees to sign.
- Acuity Brands will provide electronic copies of O&M Manuals.
- Acuity Brands will provide the list of end users who attended the training and a recording of the training session in Microsoft Stream.

General Notes

- Remote Session to conduct training will occur between 8:00 am and 5:00 pm (Local Time), Monday through Friday, excluding most major holidays. Controls System Onsite Training.
- For any remote session 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 an 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 Training Remote 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
- 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 Training Remote is only available for networked nlight systems utilizing an nlight ELCYPSE™ and CLAIRITY™ Link.

Controls System Training Remote

ORDERING INFORMATION

Example: CONTROLS SYSTEM STARTUP REMOTE
Series
CONTROLS SYSTEM TRAINING REMOTE

Typical Training Agenda

- System Overview:
    1. 1.Controls
    2. Review As-Builts (Provided by EC) for device location and accessibility
    3. Review of current state
    4. System abilities that have been programmed per customer specification

- System Software:
    1. Navigation
    2. Features
    3. Administration
    4. Backup and Recovery
    5. BACnet integration
    6. 3rd party system interface

- Preventative Maintenance

- Acuity Brands Service & Support:
    1. Technical Support
    2. Service Plans
    3. Additional Training

- Question/Discussion

- Not all items listed above will apply to all projects

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.