DESCRIPTION OF SERVICE

Acuity Brands® Controls System Troubleshooting Remote will provide you with an Acuity Brands® Qualified Remote 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, assist with replacement parts ordering and make necessary recommendations to ensure optimum system performance.

CONTROLS SYSTEM TROUBLESHOOTING REMOTE NOTES:

Customer Responsibility

- Ensure Remote access/connectivity to your site. Please reach out to Acuity Brands Technical Support to discuss options.
- Document and communicate problem areas/issues before the remote session to ensure that an appropriate time has been allotted for the troubleshooting.
- A customer representative with knowledge and access to problem areas/issues and the control system layout should be available to assist with the remote troubleshooting.
- Customer representatives should have access to all areas and devices.
- Customer representative should have the system as-builts for reference.
- It is highly recommend to have a licensed electrician on site, as troubleshooting may require electrical work.
- 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 Remote Service Engineer.
- Review problems/issues with the customer before the remote session. This is to make sure that an appropriate time has been allotted for the troubleshooting session.
- 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 a same-day resolution.
- Provide updated Database and Sequence of operation along with the Remote 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. In cases where the issue cannot be resolved remotely, customer has the option to purchase a Controls System Troubleshooting for onsite troubleshooting.
- Remote session 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 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
- 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 Troubleshooting Remote is only available for networked nlight systems utilizing an nlight ECLYPSE™ and CLAIRITY™ Link.

Controls System Troubleshooting Remote

ORDERING INFORMATION

Example: CONTROLS SYSTEM TROUBLESHOOTING REMOTE
Series
CONTROLS SYSTEM TROUBLESHOOTING REMOTE

Typical System Troubleshooting

- Complete System Analysis:
    1. Controls
    2. Remote walkthrough with customer representative through all trouble areas
    3. Remote troubleshooting with assistance from customer representative
    4. Remote 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: 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.