FAQ – Commercial Lighting Technical Support Contact Update

Q: Why are you consolidating all these Technical Support emails? What happened to all the product specialists, are they equipped to answer any product question?

A: We want to make it easier for Agents and Customers to reach us for Technical Support. Having ONE contact for our Lighting Technical Support, instead of 16, is one step towards that goal.

We now have dozens of eyes on ONE inbox, instead of 1-2 eyes on 16 different inboxes. This helps us ensure no inquiries are missed and speed our time to reply.

Many of the experienced product technical specialists are still on the other end of the email/phone. We are using our knowledge base tools and cross training to create overlaps in knowledge so more associates can answer the easier and repetitive questions more quickly. If an inquiry requires more specialized knowledge, we have it routed to the team member with that expertise. This happens behind the scenes, so no delay is experienced by the customer.

Further consolidation of our contact methods is planned, and we will communicate as we progress.

Q: Which Technical Support emails are being consolidated?

A: The new consolidated email address is **TechSupport-Lighting@AcuityBrands.com.**The following email addresses will be consolidated into ONE consolidated email address:

> TechSupport-CommercialIndoor@AcuityBrands.com
> TechSupport-Outdoor@AcuityBrands.com
> TechSupport-Industrial@AcuityBrands.com
> TechSupport-SmartConnected@AcuityBrands.com
> TechSupport-Emergency@AcuityBrands.com
> TechSupportReloc@AcuityBrands.com
> TechSupport-Decorativeresidential@acuitybrands.com
> TechSupport-Outdoordecorativeresidential@acuitybrands.com
> TechSupport-Peerless@AcuityBrands.com
> TechSupport-Mark@AcuityBrands.com
> TechSupport-DownlightingAccentTrack@AcuityBrands.com
> TechSupportINF@AcuityBrands.com
> HSI01@AcuityBrands.com
> TSGArchOutdoor.AntiqueStreetLamps@AcuityBrands.com
> TechSupport-DownlightingAccentTrack@AcuityBrands.com
> TechSupport-Winona@AcuityBrands.com

Q: The old emails are still on many specification sheets, project submittals and more. Will they still work?

A: Yes, all the old product specific emails that are currently listed on any product labels or documentation will continue to exist and automatically route inquiries to the new inbox so that no inquiries are missed. Specification sheets will be updated as a rolling change over time.

Q: Which lighting brands are NOT consolidated in this Technical Support inbox?

A: The following Specialty Lighting brands will continue to have a separate email inbox:

- Healthcare Lighting TechSupport-Healthcare@AcuityBrands.com
- Hydrel TechSupport-Hydrel@AcuityBrands.com
- Luminaire LED TechSupport-LuminaireLED@AcuityBrands.com
- Eureka info@eurekalighting.com, or contact your designated Inside Sales Rep.
- Alight info@alights.com, or contact your designated Inside Sales Rep.
- Luminis info@luminis.com, or contact your designated Inside Sales Rep.
- Cyclone info@cyclonelighting.com, or contact your designated Inside Sales Rep

Q: What are the Technical Support contacts for Controls products?

A: Email addresses for all **Controls and Components** products will remain unchanged.

nLight Wired	nLight-Support@acuitybrands.com
nLight AIR	nLightAIR-Support@acuitybrands.com
nLight Xpoint	nLightXpoint-Support@acuitybrands.com
LC&D	LCD-Support@acuitybrands.com
Sensor Switch	SSI-Support@acuitybrands.com
FRESCO	Fresco-Support@acuitybrands.com
SYNERGY	Synergy-Support@acuitybrands.com
ROAM	TechSupport-Roam@acuitybrands.com
Dark to Light	DTLTechSupport@acuitybrands.com
Pathway Connectivity	Pathway-Support@acuitybrands.com
eldoLED Drivers	eldoLEDtechsupport@acuitybrands.com
IOTA / Power Sentry	techsupport@iotaengineering.com
IOTA Central Inverters	iotacentralinverters@acuitybrands.com

Q: Does this impact Product Support contacts within Product Management teams?

A: No. And please remember that the Customer Experience (CX) team should be your first point of contact for any technical questions, troubleshooting or order inquiries. To identify the best person to call for your agency, please use Who to Call page on the Agents tab of acuitybrands.com (you must be logged in).

Q: Does this impact Warranty Services contacts?

A: No. In fact, should a warranty claim need to be created while you are interacting with Technical Support, they will help connect you with the appropriate team member directly.