

## DESCRIPTION OF SERVICE

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

### System Optimization Notes

#### Customer Responsibility

- Document areas where system optimization needs to be performed before the site visit.
- If the sequence of operation needs to be modified, provide updated sequence of operation prior to the site visit. This is to make sure that appropriate time has been allotted for the optimization visit.
- Provide access to all areas and devices, and provide any equipment required to access any devices.

#### Acuity Responsibility

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

#### General Notes

- Site visits to conduct onsite optimization 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 System onsite optimization.
- 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?target=?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>

### Typical Optimization Visit

Control System Optimization is performed by an Acuity Brands® Qualified Field Service Engineer. The Field Service Engineer will evaluate system programming and make modifications with the goal of meeting the needs of the occupants 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:** Please reach out to your Acuity Brands Agent or Distributor for information on additional services



### Controls System Onsite Optimization

## ORDERING INFORMATION

Example: CONTROLS SYSTEM OPTIMIZATION

#### Series

CONTROLS SYSTEM OPTIMIZATION \*246T31