

## DESCRIPTION OF SERVICE

Acuity Brands® Controls System Onsite Training provides an Acuity Brands® Qualified Field Service Engineer to conduct training for onsite personnel who will be operating or interacting with the installed lighting control system. Training will be tailored to suit the technical ability of the audience and will address all facets of the installed system.

## ONSITE TRAINING SERVICE NOTES

### Customer Responsibility

- The customer is responsible for making sure the appropriate personnel are attending the user training.
- The customer is responsible for providing the proper environment as needed for end-user training.
- 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 Field 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

## General Notes

- Site visits 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 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 Onsite Training.
- 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>

## Typical Training Agenda

- System Overview
  1. Controls
  2. Component location and function
  3. Walk-through and explanation of current-state system
  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



## Controls System Onsite Training

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

## ORDERING INFORMATION

Example: ONSITE TRAINING	
<b>Series</b>	CONTROLS SYSTEM ONSITE TRAINING