DESCRIPTION OF SERVICE

Acuity Brands® Controls System Startup Remote will provide an Acuity Brands® Qualified Field Service Engineer to conduct remote system inspections and programming with the assistance of onsite personnel to ensure the system operates per the end user's specifications.

REMOTE SERVICE NOTES:

Contractor Responsibility

- All documentation must be provided before the remote startup. This includes drawings with device barcodes, device locations, sequence of operations, and passwords. Incomplete or insufficient documentation may delay startup.
- All equipment installation and cable terminations will be performed by the installing contractor. A representative of the installing contractor who was directly involved with the installation of the system must be present during the remote startup. They will need to be available to work with the Acuity service engineer during the remote startup to assist with troubleshooting and to verify functionality in each area..
- Site must have the capability to remotely connect to Acuity Brands controls system. Remote connectivity is typically provided via Acuity Brands supplied remote connection device or via connection to customer supplied network.
- Acuity Brands remote connection devices are available for purchase for projects without existing remote connectivity
- Service utilizes remote technology to perform system analysis, troubleshooting, and programming with assistance from onsite personnel
- Please reach out to your Acuity Brands Agent or Distributor if you need an enhanced system verification report or a third party commissioning walkthrough.

Contractor Responsibility

- System Remote Startup is performed by a certified Acuity Brands® Field Service Engineer.
- Program the system according to the approved sequence of operation and verify system functionality with assistance from the onsite personnel.
- Provide a Remote Startup Report and a Turn Over packet that includes the Sequence of Operation and Database.

General Notes

- All documentation must be provided prior to remote startup. This includes drawings with device barcodes, device locations, sequence of
- Startup time may encompass multiple days depending on the size and complexity of the system.
- Remote Startup service will occur between 8:00 am and 5:00 pm (Local Time), Monday through Friday, excluding most major holidays.
- For any remote services that require 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 startup. Expedited service may incur additional charges.
- Cancellation requires a 48-hour (2) business day notice and may be subject to additional charges.
- 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

Controls System Startup Remote

ORDERING INFORMATION

Example: CONTROLS SYSTEM STARTUP REMOTE
Series
CONTROLS SYSTEM STARTUP REMOTE

SYSTEM REMOTE STARTUP:

NOTE: THE ITEMS BELOW ARE MEANT TO ENCOMPASS VARIOUS ACUITY BRANDS CONTROLS SYSTEMS. NOT ALL OF THE LISTED ITEMS MAY APPLY TO YOUR SYSTEM.

- All programming will be completed based on approved sequence of operation. If a sequence of operation is not provided:
    1. Create your own sequence of operation utilizing Acuity Brands' online sequence of operations generator: Methodik https://methodik.acuitybrands.com/#/
    2. The Acuity Brands® Qualified Field Service Engineer will utilize Acuity Brands Default sequence of operation.
- Acuity Brands® requires that a representative of the installing contractor who is knowledgeable in the details of the installation, be onsite at the time of startup.
- An Acuity Brands® Qualified Field Service Engineer will perform a site walkthrough to verify all Installation Worksheet system checks by the installing contractor are correct and the system is ready for programming. (i.e. shorts found on connected loads, incorrect/deficient CAT5 terminations, incomplete installation)
- Gateway programming includes:
    1. Full implementation of system backbone network, including all gateways and bridges.
    2. Ensuring all devices are discovered on the gateway.
    3. Program time based and/or astronomical schedules based on sequence of operations.
- Switch programming includes:
    1. Programming all On/Off/Dimming functionality.
    2. Scene programming for all scene selection devices.
- nLight Enabled Luminaire programming includes:
    1. Programming individual or grouped scenes according to sequence of operation.
    2. Programming all dimming and Lumen Management function for system optimization.
- Fresco Touchscreen programming includes:
    1. Programming up to 36 lighting scenes and channel tracking up to 36 zones.
    2. Programming rooms with partition control.
    3. Program time based and/or astronomical schedules based on sequence of operations.
    4. Integration and control of nLight components, nLight enabled fixtures, RGB, and tunable white.
    5. Bluetooth and handheld device controls

ITEMS NOT INCLUDED IN STANDARD CONTROLS SYSTEM STARTUP

The following services may be purchased individually and in addition to our regular onsite startup visit:

- Acuity Brands® Qualified Field Service Engineer will not perform work on non-Acuity Brands® equipment.
- Any deviation from the approved sequence of operations must receive proper approval and may result in additional charges.
- Incomplete or incorrect installation that delays startup process may result in additional charges.
- Reprogramming conducted after initial programming and sign-off may result in additional charges.

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