DESCRIPTION OF SERVICE

Acuity Brands® Controls System Startup Afterhours will provide an Acuity Brands® Qualified Field Service Engineer to conduct all system inspection and programming to ensure that the system operates per the end user's specifications. The programming will be conducted after normal business hours, between the hours of 5:00 pm and 1:00 am.

ONSITE SERVICE NOTES

Contractor Responsibility

- Installation of all the devices and terminations of Cat 5 RJ 45 Connectors
- Device ID and locations of all installed devices.
- Co-ordinate any required site-specific security training
- Provide access to all areas to program and verify system functionality.
- All equipment, including ladders, to access installed devices and Cat-5 to program/verify system functionality.
- A representative who was directly involved with the installation of the system must be present for the startup visit.
- Co-ordinate End User training and any media recordings required by specification or future review.
- Please reach out to your Acuity Brands Agent or Distributor if you need an enhanced system verification report or a third party commissioning walkthrough.
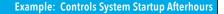
Acuity Responsibility

- System startup is performed by an Acuity Brands® Qualified Field Service Engineer.
- Program the system according to the approved sequence of operation and verify system functionality
- Conduct End User training
- Provide Field Service Report, End User training sign-in sheet, and a turn over packet that also includes a copy of Sequence of Operation and a programming database.

General Notes

- All installations and terminations will be performed by the installing contractor. A representative of the installing contractor who is knowledgeable in the details of the installation of the system must be present for the startup visit.
- Startup visits may encompass multiple days depending on the size and complexity of the system.
- For projects with phased startup – communicate requirements with your Acuity Brands agent or distributor
- Site visits to conduct programming will occur between 5:00 pm and 1:00 am (Local Time), Monday through Thursday, 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.
- Installation Worksheets and 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 scheduling. The Installation Worksheet should be complete and available at the time of onsite startup. Startup delays caused by incomplete or unavailable Installation Worksheets are the responsibility of the installing contractor, and the purchase of additional Control System Startup may be required.
- 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 Afterhours

ORDERING INFORMATION

Example: Controls System Startup Afterhours
Series
Controls System Startup Afterhours   *246RCP

SYSTEM ONSITE 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 an 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

END USER TRAINING:

- Scheduling end user training is the responsibility of the installing contractor. Training is available upon completion of system programming.
- Acuity Brands® does not provide media or physical operation manuals for training sessions, but the session may be recorded by the end user.
- The following points will be covered during end user training. Note that not all features are applicable to each system.
    1. Overview of the system
        - Components
        - Controls
        - System specific instruction
        - Panel/Component locations
        - Time Schedules
        - Photocell/Dusk-to-Dawn functions
    2. System Software
        - Graphical Software (If Purchased)
        - Bus Files
        - Downloads
        - Updates
        - Software Navigation
        - BACnet integration
        - 3rd party software integration
    3. Preventative Maintenance
    4. Warranty Information
    5. Service & Support
        - Technical Support
        - Onsite Services
        - Additional Training
    6. Questions and Discussion
- Attendance will be collected and documented by the Field Service Engineer.
- Graphical Software pages usually take up to 2 weeks to complete depending on complexity and scope. Graphical implementation will occur after system startup. Please inquire with your distributor or agent when purchasing Graphical Software for your system.

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

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.