

**DESCRIPTION OF SERVICE**

An Acuity Brands® Control System Startup will provide an Acuity Brands® factory-certified Field Service Engineer to conduct all system inspections and programming to ensure that the system operates per the specifications of the end user.

**ONSITE SERVICE NOTES**

- Site visits to conduct programming will occur between 8:00 am and 5:00 pm (Local Time), Monday through Friday, excluding most major holidays.
- For any visit that require time outside of the aforementioned schedule, please inquire with your Acuity Brands® representing agent or distributor.
- Startup visits may encompass multiple days depending on the size and complexity of the system.
- Acuity Brands® requires a 10 business day notice to schedule a startup. Expedited service may incur additional charges.
- Cancellation of a schedule startup requires a 72 hour (3) business day notice. Last minute cancellations may be subject to additional charges.

**All system startup items will be performed by a certified Acuity Brands® service representative.**

**All installations and 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 for the startup visit.**

**Installation Worksheets and Onsite Service Request Forms may be obtained through your Agent, Distributor, or by calling 1-800-535-2465 and selecting the Field Scheduling extension. An Onsite Service Request Form will be required to be submitted 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 days of startup may be required.**

**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.**

- Acuity Brands® requires that a representative of the installing contractor who has knowledge of the installation, be onsite at the time of startup.
- A Field Service Engineer inspection of the system will be conducted to verify all prior Installation Worksheet system checks by the installing contractor are correct and the system is ready for programming. Any deficiencies found within the system will be the responsibility of the installing contractor. (i.e. shorts found on connected loads, incorrect/deficient CAT5 terminations, incomplete installation)
- Programming of Gateways includes:
  1. Full implementation of system backbone network, including all gateways and bridges.
  2. Ensuring all devices on each port are discovered on the gateway through Sensorview software.
- Programming Wall Pods and GFX touchscreens includes:
  1. Programming all On/Off/Dimming functionality.
  2. Scene programming for all scene selection devices.
  3. Programming dimming, and "all off" functionality.
  4. Assigning loads to specific poles for nPODM 2P and nPODM 4P devices.
  5. Programming GFX multi-channel wall devices.
  6. nPanel integration and programming.

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*Controls System Startup*

ORDERING INFORMATION

<b>Example: CONTROLS SYSTEM STARTUP</b>	
<b>Series</b>	
CONTROLS SYSTEM STARTUP	

## SYSTEM ONSITE STARTUP: (continued)

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

- Programming nLight Enabled Luminaire includes:
  1. Programming individual or grouped scenes according to end-user wants.
  2. Programming all dimming and Lumen Management function for system optimization.
- Programming Fresco Touchscreens includes:
  1. Programming up to 36 lighting scenes and channel tracking up to 36 zones.
  2. Programming rooms with partition control.
  3. Internal Astronomical Time Clock programming.
  4. Integration and control of nLight components and nLight enabled fixtures, RGB, and tunable white.
  5. Bluetooth and handheld device controls.
- Programming the dimming/switching panels includes:
  1. Panel addressing.
  2. In the case of MicroPanels, scene programming will follow the submitted Sequence of Operation. Acuity Brands® can also supply “typical scene programming” according to the space. If this is the case, a written sign off will be required by an authorized member who is responsible for such approvals from the End User, representative of the End User, or Contractor.
  3. Verify proper wiring and operation of digi-link, any link-to cards, photo cells cards, and related BUSES.
  4. Load types will be assigned as installed or per approved submittal drawings, with assignments per installation taking precedence. Deviation from the submittal may result in additional equipment. Verification of new load configuration will be required.
  5. Circuit to button assignments as per approved submittal sequence of operations. If no button information exists prior to startup, programming will be done according to written submittal, the end users’ representative, contractor, or will be based upon the Acuity Brands® provided sequence of operations, in that order of priority.
  6. When applicable, program emergency function per the installation guide for the system.
- Programming the wall controls/interfaces includes:
  1. Control addressing.
  2. Setup controls to function as per the approved submittal sequence of operations. If no control functionality is included, controls will be programmed according to written instructions from the end user or end users’ representative, contractor, or will be based upon the following rules:
    - Occupancy/Vacancy sensors:
      - In spaces with a wall control, occupancy/vacancy sensors will be set up as a vacancy sensor (only automatically turning off the lights) with 15-minute, plus/minus 1-minute, time-out.
      - In spaces without a wall control, occupancy/vacancy sensors will be set up as occupancy sensors (automatically turning the lights on and off) with a 15-minute, plus/minus 1-minute, time-out.
    - Daylight sensors:
      - Calibrated in such a manner to provide 40 fc, plus/minus 5 fc, 3 ft. (91 cm) off the floor at a specific point in the room, typically the center of a desk or directly under a fixture. Note the consistency of light distribution throughout the space is highly dependent upon fixture design and placement.
    - Wall controls:
      - One button: Toggle lights on and off.
      - Two button: Top button will turn lights on; bottom button will turn lights off.
      - More than two buttons, for Dimmed zones: Top buttons will set the lights to different levels; bottom button will turn the lights off.
    - Timeclock settings:
      - Lights connected to relay panel located on building’s exterior will turn on at sunset and turn off at sunrise.
      - Lights connected to relay panel located in building’s interior will function according approved submittal time schedules from end user or end users’ representative.
      - If no instruction is provided for schedules, extension lights will be placed in a dusk until dawn schedule.

## 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 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:

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

- **Pre-Construction Site Visit:** This service provides the installing contractor an onsite visit with a technician to provide familiarity and understanding of the system that is to be installed prior to the commencement of construction. The intention of this service is to reduce the overall time of system startup by preventing problems due to incorrect installation.
- **Contractor Controls Training:** This service will provide contractors wishing to perform startups themselves for nAir systems with onsite training from a factory trained technician.
- **Controls System Training Events:** These events are intended to meet additional End User training requirements that fall separate from the training conducted during Onsite Programming Visits.
- **Controls System Troubleshooting:** Intended for any Acuity Brands® legacy systems or systems that are no longer under warranty. Maintenance warranty contracts are available for purchase to cover several tier levels of agreement. Consult with your local agent or distributor for the levels of coverage offered by Acuity Brands®.

## 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® service representatives will not perform work on non-Acuity Brands® equipment.
- Any changes that are requested that are counter to the approved submittal sequence of operations must receive proper approval and may result in additional charges.
- Wiring changes or corrections that delay the startup process such that additional time is needed for Acuity Brands® to complete the startup may result in additional charges.
- Reprogramming conducted after initial programming and sign-off may result in additional charges.
- Phased system startups that encompass several weeks or months. If your project requires a phased startup, please communicate this requirement to the representative agent and ensure that your specific requirements are delineated in the quote.