

DESCRIPTION OF SERVICE

Acuity Brands Controls System Troubleshooting will provide you with a system expert to conduct troubleshooting on lighting systems exhibiting issues falling outside of the Acuity Brands labor warranty. Our system expert will troubleshoot and correct issues found onsite, assist with replacement parts ordering and make necessary recommendations to ensure optimum system performance. Controls System Troubleshooting should be purchased in one-day increments.

ONSITE SERVICE NOTES

- Site visits to conduct troubleshooting 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 or issues.
- Acuity Brands® requires a 10 business day notice to schedule a troubleshooting visit. Expedited service may incur additional charges.
- Cancellation of a scheduled visit requires a 72 hour (3) business day notice. Last minute cancellations may be subject to additional charges.

All system troubleshooting will be performed by a certified Acuity Brands® service representative. Acuity Brands guarantees accurate and efficient troubleshooting of your controls system. However, depending the size of your system and the extent of your issue, we do not guarantee same-day resolution. Any system outside of the component warranty that requires replacement components to fix that cannot be obtained same-day will require a return trip fee if installation by an Acuity Brands service representative is desired or required.

It is highly recommended to have a certified electrician onsite at the same time as the Acuity Brands service representative. Any troubleshooting that requires work on high voltage systems cannot be performed by our representatives.

Typical System Troubleshooting

- Complete System Analysis
 1. Controls
 2. Component location and function
 3. Walk-through of-system
 4. System programming
- Symptom Recognition
- Localization of Faulty Function
- Localization of the Faulty Component
- Component Replacement or Repair if Applicable
- Component Order Assistance
- System Restoration to Original Specifications
- Plan and Scheduling for Additional Visit if Required

Visit Notes:

- **Not all items listed above will apply to all troubleshooting visits**
- **Controls System Troubleshooting can be scheduled during normal working hours, Monday-Friday, excluding Acuity Brands employee holidays**



Controls System Troubleshooting

ORDERING INFORMATION

Example: CONTROLS SYSTEM TROUBLESHOOTING
Series
CONTROLS SYSTEM TROUBLESHOOTING