

WATTSTOPPER<sup>®</sup> SERVICES



SERVICE  
**CONTRACTS**

FOR YOUR  
LIGHTING  
CONTROL  
SYSTEM

designed to be better<sup>™</sup>



# Protect Your Lighting Controls Investment; Easily Manage, Adjust, and Optimize Your System

## INTRODUCING WATTSTOPPER TECHNOLOGY-ENABLED SERVICE CONTRACTS

With the inherent complexity of today's systems, having the right partner can be the key to success. Why chance it with lighting controls when you wouldn't with other equipment in your facility? Adding a service contract to the lighting control system adds immediate peace of mind.

Introducing Wattstopper Technology-Enabled Service Contracts for your lighting control system. Our contracts offer remote diagnostics, configuration, and troubleshooting support for lighting control systems.\*

Whether you're a facility manager or building owner, protect your investment with Wattstopper Technology-Enabled Service Contracts for your lighting control system.

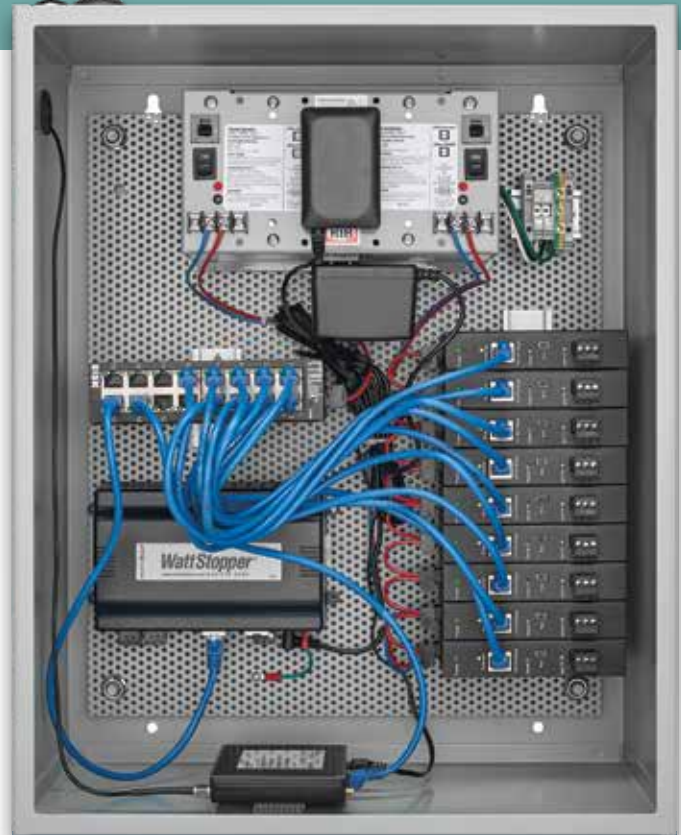
*\* Systems must be equipped with Wattstopper Connected Services (RACCESS).*





# The Wattstopper Difference

- A technology-enabled service contract that combines immediate remote support with onsite support and training
- Secure, remote cellular connection that is completely independent of your company's IT networks
- Requests to change schedules and settings can now be done remotely and quickly



THE WATTSTOPPER SERVICE OFFERING INCLUDES A BROAD PORTFOLIO OF LIGHTING CONTROL SERVICES FROM CONCEPT TO COMPLETION.



# Backed By Experience You Can Count On

## WATTSTOPPER REMOTE OPERATIONS CENTER (ROC) RICHARDSON, TX

Technology-enabled service contracts are supported by the Wattstopper Remote Operations Center (ROC). A division of Wattstopper's Service Center of Excellence, the Wattstopper ROC is staffed with U.S.-based dedicated support technicians with the know-how, experience, and resources to help maintain and optimize your building's lighting control system. The ROC technicians have the added benefit of being able to consult directly with the application engineers who design the systems as they are both located in our Service Center of Excellence facility.



# Wattstopper Technology-Enabled Service Options

## CONNECT PLUS

Our priority response package includes dedicated ROC support, proactive system analytics, and priority onsite response (guaranteed within 3 days). You'll also receive annual onsite training and twice-annual onsite system tuning visits.

**Best for:** Customers who need protection from unplanned interruptions and who want to keep their system running efficiently.

## CONNECT PRIME

Our premium immediate response package incorporates **24/7** ROC support, proactive system analytics, and a next-day\* onsite guarantee for any issues we can't tackle remotely. It also includes twice-annual onsite training and quarterly onsite system tuning visits.

**Best for:** Customers with mission-critical facilities where lighting issues or interruptions require immediate attention and resolution.

## WHAT CAN THE ROC DO FOR YOU REMOTELY?

- **Code Changes:** Update programming to comply with energy code changes per customer request.
- **Lighting Schedule Updates:** Modifications to address changing conditions.
- **Sequence of Operation Adjustments:** System tuning following initial occupancy.
- **Schedule Overrides:** Seasonal and temporary scheduling changes.
- **Switch Configuration:** Change button operation due to room reconfiguration or preferences.
- **Space Utilization Improvements:** Change the functionality of controls to better utilize a space.

\* Next-day onsite guarantee is available in select markets. Contact a Wattstopper sales representative for more information.



# Wattstopper Technology-Enabled Service Packages

Category	Service	Connect Plus Package	Connect Prime Package
<b>Remote Services</b> (Requires RACCESS)	Dedicated Technical Phone Support	Priority	24/7
	Remote Diagnostics Support	●	●
	ROC Orientation	●	●
	System Backup	2/year	4/year
<b>Remote Analytical Services</b>	Device Health Checks	2/year	4/year
	System Performance Analysis		●
<b>Onsite Services</b>	Onsite Training	1/year	2/year
	Onsite System Tuning Visits	2/year	4/year
	*Onsite Response Time (for unscheduled service visits)	Within 3 days	Next day



\* Next-day onsite guarantee is available in select markets. Contact a Wattstopper sales representative for more information. Cost of emergency visit will be billed separately.

# Service Contract Details



## REMOTE SERVICES (REQUIRES RACCESS)

### **Dedicated Technical Phone Support**

A dedicated support number to the Wattstopper ROC. Connect Prime Package includes 24/7 ROC support to make programming changes in emergency situations.

### **Remote Diagnostics Support**

Remote configuration of items such as changes to schedules and settings, button configuration changes, changes in space utilization, energy code updates, and more.

### **ROC Orientation**

An introductory call to introduce the ROC and the remote capabilities of the system.

### **System Backup**

A complete backup of the lighting control system files.

## REMOTE ANALYTICAL SERVICES

### **Device Health Check**

A device discovery test performed by the ROC that checks devices currently on the network as compared to the previous device health check. Any devices that have been bypassed, disconnected, or not functioning will be identified and reported to the customer with recommendations for resolution.

### **System Performance Analysis** (included with Connect Prime Package)

A report that identifies spaces in the facility using excessive energy and makes recommendations to improve efficiency.

- Includes setup and configuration of Wattstopper Room Controllers and energy usage dashboard in Segment Manager User Interface Software.

## ONSITE SERVICES

### **Onsite Training**

A Wattstopper technician will be available for 8 hours of training, in 1/2 day sessions.

### **Onsite System Tuning Visits**

A Wattstopper technician will be onsite for up to eight hours to address issues that cannot be handled remotely by the ROC, or for more complex issues, such as how to optimize the lighting configuration, integration with the building automation or management systems, or fine tuning daylighting controls.

### **Onsite Response Time**

For unscheduled service visits, see contract details for time guarantee.



designed to be better™

**Wattstopper®**

**Wattstopper Services**

8 am - 5 pm CST  
800.879.8585

**Services & Support**

[www.legrand.us/support/wattstopper](http://www.legrand.us/support/wattstopper)

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