

SERVICE CONTRACTS FOR YOUR LIGHTING CONTROL SYSTEM

| RSVC-PLUS, RSVC-PRIME

Description

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

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

Services Provided

- All contracts combine 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

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.

CATEGORY	SERVICE	CONNECT PLUS PACKAGE	CONNECT PRIME PACKAGE
REMOTE SERVICES (REQUIRES RACCESS)	Dedicated Technical Phone Support	Priority	24/7
	Remote Diagnostics Support	•	•
	ROC Orientation	•	•
	System Backup	2/year	4/year
REMOTE ANALYTICAL SERVICES	Device Health Checks	2/year	4/year
	System Performance Analysis		•
ONSITE SERVICES	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.

PROJECT		LOCATION/ TYPE	
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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.

Ordering Information

Catalog #	Description
<input type="checkbox"/> RSVC-PLUS-Y1	Connect Plus initial year
<input type="checkbox"/> RSVC-PRIME-Y1	Connect Prime initial year
<input type="checkbox"/> RSVC-PLUS-Y2	Connect Plus 2 year contract
<input type="checkbox"/> RSVC-PRIME-Y2	Connect Prime 2 year contract
<input type="checkbox"/> RSVC-PLUS-Y3	Connect Plus 3 year contract
<input type="checkbox"/> RSVC-PRIME-Y3	Connect Prime 3 year contract