



The RSVC-PLUS-Y1 offers the Connect Plus initial year support service. The Wattstopper Technology-Enabled Connect Plus service plan combines immediate remote support with the additional assurance of on-site support. No matter what issues arise, you will not need to be a lighting controls expert. Your installed Digital Lighting Management (DLM) or Architectural Dimming lighting control system will be covered by a service plan that provides ongoing system maintenance and protection from unplanned interruptions. This protection plan will keep your system running efficiently and effectively today and into the future providing immediate peace of mind. Whether you're a facility manager or building owner, protect your investment with a Wattstopper Technology-Enabled service plan for your Wattstopper lighting control system. Technology-enabled service plans deliver immediate remote support, on-site support, and training. Remote support is performed by the Legrand Remote Operations Center (ROC) staffed with U.S.-based dedicated support technicians. On-site support and training are provided by highly skilled, factory-trained field service technicians, both with the know-how, experience, and resources to help maintain and optimize your building's lighting control system.

Features & Benefits

Dedicated Technical Phone Support – A direct line to the U.S.-based Legrand Remote Operations Center (ROC) team of factory technical support experts.

Remote Diagnostic 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.

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

On-site Training Visit – A lighting controls trainer will be on-site for up to one day (8 hours) of training. When the trainer visits your facility, classroom lectures and troubleshooting techniques specific to your installation are covered in detail

On-site System Tuning Visits – A Wattstopper technician will be on-site for up eight hours to address complex issues that cannot be handled remotely by the ROC

Issues addressed can include how to optimize the lighting configuration, integration with the building automation or management systems, or fine-tuning daylighting controls.

Specifications

General Info

Product Line	Wattstopper	UPC Number	754182943357
Country Of Origin	United States		

Additional Information

RoHS Compliant	Yes
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