



Wattstopper Connect Prime 3 year support service contract. The Wattstopper Technology-Enabled Connect Prime 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.

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 during the training session.

On-site Response Time – For unscheduled service visits during the term of the service agreement, the response time is within the next day.

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.

System Performance Analysis – A report that identifies spaces in the facility using excessive energy and makes recommendations to improve efficiency.*

On-site System Tuning Visits – A Wattstopper technician will be on-site for up to eight hours to address complex issues that cannot be handled remotely by the ROC, such as 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	754182943425
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Country Of Origin

United States
