

A modern interior space featuring a staircase with grey carpeting and metal railings on the left. The ceiling is white with several large, white, cylindrical pendant lights hanging from it. The walls are light-colored with horizontal lines. A dark grey rectangular box is overlaid on the image, containing the text.

Service Agreements

FOR YOUR LIGHTING CONTROL SYSTEM

WATTSTOPPER SERVICES

#LegrandImprovingLives





Prioritize Your Lighting Controls Investment

Easily Monitor, Adjust & Optimize Your System

Introducing Wattstopper Technology-Enabled Service Agreements

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 post-installation service support to the lighting control system adds immediate peace of mind.

Introducing Wattstopper Technology-Enabled Service Agreements for your lighting control system. Our services menu includes remote diagnostics, configuration, and troubleshooting support for lighting control systems.*

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

** Systems must be equipped with Wattstopper Connected Services (RACCESS) or Customer supplied remote access*



Backed By Experience You Can Count On

Technology-enabled service agreements are supported by the Wattstopper Remote Operations Center (ROC) and our premier Customer Success Team. 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 Wattstopper Difference

- 01** A technology-enabled service agreement that combines immediate remote support with onsite support and training
- 02** Secure, remote cellular connection that is completely independent of your company's IT networks
- 03** Requests to change schedules and settings can now be done remotely and quickly instead of immediately dispatching a technician

Wattstopper Technology-Enabled Service

	SERVICE	CONNECT BASIC PACKAGE	CONNECT PLUS PACKAGE	CONNECT PRIME PACKAGE
Remote Services (Requires RACCESS)	Dedicated Customer Success Representative	●	●	●
	Dedicated Technical Phone Support	Priority Support within 24H	Priority Support within 24H	Priority Support within 12H
	Remote Hour allowance (hours)	30	30	30
Onsite Services	Onsite Site Visit	0/year	1/year	2/year

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 and end-user needs.

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.

	SERVICE	DETAILS
Add on Services	RACCESS Modem	Dedicated 4G LTE modem that is pre-activated for cellular use and pre-configured out of the box to enable secure remote access. Yearly renewal required.
	Additional Support Hours	Additional 10-hour block of hours that can be added to any support agreement.
	Additional Site Visit	Additional site visits that can be added to any support agreement.
	24/7 Support	24/7 remote phone support.
	Wattstopper i3	A comprehensive software platform to deliver interoperability, intelligence and insights with centralized control and monitoring through intuitive dashboards.



Service Agreement Details

Remote Services (Requires RACCESS)

Dedicated Customer Success Representative

A dedicated individual to manage your account, support fulfillment of your agreement entitlements and make any adjustments to meet your ongoing and future needs.

Dedicated Technical Phone Support

A dedicated support number to the Wattstopper ROC.

Remote Diagnostics Support

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

Service Orientation

An introductory call to introduce your Customer Success representative, the ROC and the remote support capabilities of the system. An overview of data analytics will be provided if that service is part of the agreement.



Onsite Services

Onsite Training

A Legrand-authorized technician will be on-site for 8 hours of training. This can be broken into 2 half-day sessions if necessary.

Onsite System Tuning Visits

A Legrand-authorized technician will be onsite for up to 8 hours either per the ROC's recommendation or at the customer's request, to address tuning requests or for more complex issues, including how to optimize the lighting configuration, integration with the building automation or management systems, or fine tuning daylighting controls.



Cost of emergency visit will be billed separately.

Agreements are generally for 12 months but multi-year options are available. Best effort must be made by both customer and Legrand to schedule delivery of services during agreement timeframe as they will not roll over.



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