CONNECT PLUS SERVICE AGREEMENTS

RSVC-PLUS

DESCRIPTION

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.

NOTE: Service plan starts after completion of startup. Additionally, the end user must be registered to begin receiving service plan benefits.

BENEFITS INCLUDE

- **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 during the training session.
- **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, such as how to optimize the lighting configuration, integration with the building automation or management systems, or fine-tuning daylighting controls.
- **On-site Response Time** – For unscheduled service visits during the term of the service agreement, the response time is within three days.
- **Data Analytics Option** – Subscription service available for data analytics. Providing periodic review of building control system performance and real-time operation visibility. Not available on all projects. Projects must be vetted with data analytics team prior to adding subscription.

Service Level: CONNECT PLUS	Included Services	
Remote Services (Requires RACCESS)	Dedicated Technical Phone Support	Priority
	Remote Diagnostics Support	▪
	ROC Orientation	▪
	System Backup	2
Remote Analytical Services	Device Health Checks	2
On-site Services	On-site Training	1
	On-site System Tuning Visits	2
	On-site Response Time (for unscheduled service visits)	within 3 Days

PROJECT		LOCATION/ TYPE	

ORDERING INFORMATION

Catalog #		Description
☐	RSVC-PLUS-Y1	Connect Plus initial year
☐	RSVC-PLUS-Y2	Connect Plus 2 year contract
☐	RSVC-PLUS-Y3	Connect Plus 3 year contract
☐	RSVC-PLUS-Y4	Connect Plus 4 year contract
☐	RSVC-PLUS-Y5	Connect Plus 5 year contract

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