



## Service Contracts

Eaton Lighting service contracts offer additional support, continuing education and system health diagnostic capabilities. The initial setup of a Lighting control system is rarely the setup that is optimal for day to day use. Most customers find that working with a new control system for a couple of months results in scheduling, sequencing or continuing education questions or modification requests. Eaton will provide the support to make minor schedule adjustments with our highly trained phone support team or more complex schedule and dimming changes onsite with our North American network of field technicians. We recommend a follow up visit 3-6 months after installation.

Eaton provides two levels of service contract support that both include the following items as standard:

- Monday to Friday 8am – 5pm EST Phone Support
- Onsite Support\*
- Advanced Technical Phone and Email Support
- Continuing Education
- Reduced costs on new parts for your existing system
- Reduced costs for additional onsite support days

### Available Options

- 7 day a week support (8am – 5pm EST)
- Cellular router (if necessary) included with contract

#### Did you know?

Adding a cellular modem for remote servicing can save upwards of 80% for response times on system troubleshooting. Cellular modems are included as standard with platinum service contracts.

### Table

The table below shows what items are covered in the cost of the warranty vs. the service contracts.

○ an additional charge may be required.

● covered as standard.

| Support item                           | Covered  |                  |
|--|----------|------------------|
|  | Warranty | Service Contract |
| Technical Phone Support                | ●        | ●                |
| Remote Programming                     | ○        | ●                |
| Onsite Support and Programming*        | ○        | ●                |
| Warranty Material Replacement          | ●        | ●                |
| Labor Covered for Warranty Replacement | ○        | ●                |
| System Audit*                          | ○        | ●                |
| Customer Site or Remote Training       | ○        | ●                |
| Emergency Response*                    | ○        | ●                |
| Travel Included in Pricing*            | ○        | ●                |

\*Number of days available for onsite support varies by plan.

## Gold Package

System Enhancement Package: provides added support and optimization visit for system improvements.

### Scope of work:

- 2 Onsite support days to provide system optimization. One visit that includes up to 2 days.
- Eaton will provide follow up continuing education session with the onsite support visit. Continuing education session must be scheduled by customer.
- All Eaton travel costs and lodging included in cost of contract.
- Includes reduced costs of parts.

## Platinum Package

System Maintenance and Enhancement Package: provides added support and optimization standard from the gold plan with the addition of maintenance and diagnostic system health support.

### Scope of work:

- Includes the above items in the gold package plus.
- Remote diagnostics performed within 48 hours of escalation to Eaton.
- Cellular router costs included in the contract.
- Cellular costs covered for the length of the contract.
- Includes an additional reduction in price on parts.

### Optional extras:

- After-hours support available.
- Option to add "On-call Support" for critical event remote support.
- Option to add "On-site Support" for critical event support.
- Additional hours available for purchase at a discounted rate.
- Emergency visit - Includes the ability to request a tech onsite for emergency response.\*\*

### How to order or additional information:

Contact [LCServices@Eaton.com](mailto:LCServices@Eaton.com) or contact 1-800-553-3879 to request additional information or a quote for a service contract designed for your system.

\* Additional costs may apply if onsite work conducted afterhours, weekend or Eaton holidays are required.

\*\* Available in select markets only.



**Eaton**  
1121 Highway 74 South  
Peachtree City, GA 30269  
P: 770-486-4800  
[www.eaton.com/lightingsystems](http://www.eaton.com/lightingsystems)  
For service or technical assistance:  
1-800-553-3879

Canada Sales  
5925 McLaughlin Road  
Mississauga, Ontario L5R 1B8  
P: 905-501-3000-  
F: 905-501-3172

© 2017 Eaton  
All Rights Reserved  
Printed in USA  
Publication No. BR503031EN  
October 2017

Eaton is a registered trademark.

All other trademarks are property of their respective owners.

Product availability, specifications, and compliances are subject to change without notice.