



# Lighting Systems Support

Eaton's manufactures a broad portfolio of electrical products for smart city, smart home and smart building applications. The Lighting Systems Support team provides a technical resource to support these systems.

### Technical savvy

Time is a valuable commodity. The Lighting Systems Support team's goal is to provide you with a quick and accurate solution. Our system knowledge can help you quickly resolve system questions on operation and changes that arise during the lifecycle of your system. Our Lighting Systems Support team are subject matter experts that can be leveraged with a phone call.

### Product aftermarket support

The technical experts at Eaton are equipped with the knowledge and systems to address your troubleshooting and system setup questions. Through an internal management process they can determine and everything from resolving warranty questions to interface and user adds to time clock changes and updates.

### Application support

As the Internet of Things (IoT) constantly grows and evolves, Eaton understands that these systems need updates, changes and improvements from the original design. Whether your system needs a minor tweak or a major change our team can guide you through the process and provide the information you need to do it yourself or for Eaton to complete.

### Technical services

- Product aftermarket support
- Application expertise
- Troubleshooting
- Warranty review and escalation
- Service contract remote support

## Call Support

Eaton's goal is to resolve your call quickly to allow you to continue with your day with minimal disruptions. In doing so we may ask questions about your system that will expedite the resolution and troubleshooting. Below are some of the system questions that we may ask:

### System Support: GreenGate

- Do you have a current service contract in place?
- Do you have the original order number?
- Do you have the panel type or part number?

### System Support: iLumin

- Do you have a current service contract in place?
- Do you have the original order number?
- Do you have the panel type or part number?

### System support: LumaWatt

- Do you have a current service contract in place?
- Do you have the original order number?
- Is VPN access available?

### System support: FLT

- Do you have a current service contract in place?
- Do you have the original order number?
- Is VPN access available?
- Has your system been centralized?

### System support: CIMCON

- Do you have a current service contract in place?
- Do you have the original order number?
- Do you have your MEID or IP address?

#### Tools and Resources:

Online Technical Information

[www.Eaton.com/Lighting](http://www.Eaton.com/Lighting)

Support Hours: Monday- Friday 8am-7pm EST

1-800-553-3879 (Option #1, Sub-Option #1)



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