

## Eaton Lighting Solutions Management and Maintenance Service Program



### Eaton's Business

#### Headquarters

1121 Highway 74 South  
Peachtree City, GA 30269  
P: 770-486-4800  
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#### Canada Sales

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

### Our Lighting Product Brands

Halo  
Halo Commercial  
Portfolio  
IRiS  
RSA  
Metalux  
Corelite  
Neo-Ray  
Fail-Safe  
MWS  
Ametrix  
Shaper  
io  
Lumark  
McGraw-Edison  
Invue  
Lumière  
Streetworks  
AtLite  
Sure-Lites

### Our Controls Product Brands

Greengate  
iLumin  
Zero 88  
Fifth Light Technology  
iLight (International Only)

***Eaton Lighting Solutions Management  
and Maintenance Service Program  
ensure facility managers that their  
lighting system is operating at the most  
dependable, high performance level.***

#### Eaton

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## Maximize Your Energy Savings and Investment

To maximize your smart lighting control system's return on investment, the system must operate efficiently and reliably with minimal maintenance. Most facility managers may maintain a small lighting control system on their own. However, for larger and multi-building systems, facility managers turn to Eaton's Lighting Solutions for managing and maintaining the system. Our lighting controls experts combine their lighting systems experience with their knowledge of lighting fundamentals (ASHRAE, Title 24 and National Energy Code of Canada) to provide the most dependable high-performance lighting control system for your facility.

## The Management and Maintenance Service Program

Eaton Lighting Solutions' comprehensive Management and Maintenance Service Program provides you the peace of mind that your lighting control assets are in top working conditions and the system is optimized to maximize your facility's energy savings. The service enables reductions in unplanned labor costs, overtime hours, productivity losses and usage inconveniences.

Our certified lighting control service experts can take on the responsibility of managing your lighting control infrastructure and ensure that your system is running at optimal efficiency - at all times.

The Management and Maintenance Service Program include:

- Technical support
- Remote monitoring
- Software updates
- System optimizations
- On-site and in-house training
- Extended warranty
- Spare part management

### Phone Support

Eaton Lighting Solutions technical support team provides telephone support for users across the globe to help resolve issues and provide guidance on hardware/software configurations and upgrades. Your request is then directed to an available control specialist or your contact information is captured and shared with an expert who returns the call within an agreed response time. Calls are prioritized based on a number of factors, including criticality of the event and impact on safety and the environment, as well as maintenance contract validity. Users with a valid service contract will get the highest priority.

You will be able to talk to our one of lighting control experts during normal operating hours (8:00 am - 6:00 pm EST), 5 days a week (Monday - Friday). Extended phone support can also be offered.



### On-Site and Remote Technical Support

Our on-site and remote technical support service leverages the strength of Eaton's certified lighting control specialists who are strategically located throughout North America, to help our customers resolve technical questions, issues and requests quickly. Technical support can be provided on-site and when permitted, via a remote secured connection to the lighting control system for faster resolution.

### System Optimization & Preventive Maintenance

Facilities layout, usage, tenants and codes/regulations change over time. Our system optimization service allows facility managers to have a qualified specialist make any necessary changes to the lighting control system programming to account for changes to the system and codes/regulations.

Changes include, but are not limited to:

- Schedule modifications
- Occupancy sensor time-outs and switch group
- Timer setting modifications

Lighting control systems need to be maintained and updated as technology changes. The Management and Maintenance Service

Program provides facility managers with peace of mind, knowing that our certified lighting control experts have the knowledge and tools to properly maintain their system.

Our certified lighting control experts will perform the software/firmware updates, system performance assessments and hardware inspections and performance assessments, required to keep your facility's lighting control system up to date. In addition, our control experts will order replacements for in warranty products and will coordinate with the facility for the replacement of the products.

### On-Site and In-House Training

Training is an integral part of our management and maintenance service program. Taught by our certified lighting control experts, our training program ensures that you know how to manage and make changes to your system. Our in-house training will allow your facility management team to have a hands-on experience with the system in a safe environment and without affecting your building's lighting system operation.

### Spare Part Management

We work with our customers to identify the critical lighting control parts that the customer will need to stock to maximize system uptime. The parts will be stored on-site (cold spares in the box).

### Contact Information

The technical support team can be contacted by phone and email Monday through Friday, 8:00 am - 6:00 pm EST. Voice mail coverage for calls received after normal business hours is also provided.

Email: [controlstechsupport@eaton.com](mailto:controlstechsupport@eaton.com) (US) / [cansupport@eaton.com](mailto:cansupport@eaton.com) (Canada)

Phone: 1-800-553-3879