

SMARTENGINE SUPPORT PLANS

OVERVIEW

From a successful rollout to ongoing maintenance, wtec's smartengine Support Plans are designed with your networked lighting infrastructure in mind. Leverage our highly experienced team to help you move forward with confidence as you deploy and maintain your smartengine networked lighting solution.

POST-INSTALLATION & COMMISSIONING SUPPORT OPTIONS	Basic	Advanced	Enterprise
MAINTENANCE & SUPPORT			
Hours of operation	8 x 5 Mon - Fri (Local Time Zone)	8 x 5 Mon - Fri (Local Time Zone)	24 x 7*
Phone / Email technical support	Yes	Yes	Yes
Initial response time	24 bus. hours	16 bus. hours	8 bus. hours
Support website	Yes	Yes	Yes
System administration	-	Yes	Yes
Scheduled on-site inspection	-	-	Yes
Warranty	3-years**	5-years**	5-years**
Advance replacement	-	-	Yes
Warranty response time	10 bus. days	5 bus. days	2 bus. days
MANAGEMENT SERVICES			
Operational services			
- Scheduling changes	-	Yes	Yes
- Light level adjustments	-	Yes	Yes
- User access changes	-	Yes	Yes
- Lighting group adjustment	-	Yes	Yes
Energy optimization / audits	-	-	Yes
Retraining	-	Yes	Yes
Project documentation	-	Yes	Yes
LIFECYCLE MANAGEMENT			
System configuration changes			
- Add new devices / endpoints	-	-	Yes
- Lighting control configuration	-	-	Yes
- Network related changes	-	-	Yes
Information updates	-	Yes	Yes
Software updates	Yes	Yes	Yes
Integration consulting	-	-	Yes

*24 x 7 coverage for complete system outages **only**. For all other support requests, the coverage will be 8 x 5 (Mon-Fri, local time zone)

**Coterminous with support plan

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MAINTENANCE & SUPPORT

wtec's maintenance and support services ensure that skilled personnel are accessible to assist you in any issues that you may encounter.

TELEPHONE & EMAIL TECHNICAL SUPPORT

wtec's support desk is your first line of assistance with any issues related to your networked lighting system. Remote connectivity allows our trained personnel to address any issues quickly and effectively.

- Speak to a trained Support Engineer
- Monitor the operational status of all networked lighting system hardware and software
- 24/7 access available with ENTERPRISE level of support subscription for **complete system outages**

INITIAL RESPONSE TIME

Amount of time between wtec receiving a support request from Customer and responding to such request, as determined by the contracted Support Level.

SUPPORT WEBSITE

The Support website is a secure way to keep track of all documentation, case logs, and other key information from a single easily accessible location.

- Track all work activities with an automated case management system
- Access to latest software releases including any patches that have been released
- Access to FAQs and Knowledgebase

SYSTEM ADMINISTRATION

Ensure that your system is using the latest software security through preventative maintenance and security updates.

SCHEDULED ON-SITE INSPECTION

Stay ahead of your maintenance schedule with an **annual** on-site inspection. Our expert personnel make sure that everything is working the way it should so that you get the most out of your investment.

- Verification of the operation of the system, including gateways and sensors
- Inspection of wiring and recent renovations effecting the system
- Light cleaning of all active devices (smartengines and smartdirectors)

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WARRANTY

Offered with all Support plans to ensure that you get peace of mind about the operation of the networked lighting system for years to come.

- Coterminous with Support plans
- Advance Replacement included under ENTERPRISE support plan (also available as a billable item under ADVANCED Support)

WARRANTY RESPONSE TIME

Amount of time after support team has triaged the failure and have collected required documentation to process a warranty claim.

MANAGEMENT SERVICES

The management services offered by wtec deliver results while saving you time and money. With remote connectivity, our team can handle customer requests quickly and effectively.

OPERATIONAL SERVICES

Enjoy the flexibility offered by smartengine by adjusting the way the networked lighting system works. We make sure that the behavior of the lighting system keeps pace with your changing requirements.

- Create new and/or modify existing lighting policies and schedules
- Adjust lighting scenes, fade rates, occupancy timeouts, maximum and minimum lights levels and other settings
- Add or remove or modify the profile of system users
- Re-configure groupings for occupancy sensors, scene controllers and wall dimmers

REPORTING SERVICES

Tracking the impact of an initiative is of paramount importance. Our smartengine software allows you to quantify the energy consumed by the networked lighting system as well as the space occupancy detected by the smart sensor network. Customized reports are also available.

- Generate energy consumption and occupancy reports across multiple locations
- Other customized reports available

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ENERGY OPTIMIZATION

In addition to identifying where energy can be saved, wtec will help you take the steps needed to achieve the results. We will ensure that the networked lighting system is continually operating under optimal settings so that you constantly get the most out of the system.

- Perform detailed lighting audits
- Minimize wasted energy through effective lighting management strategies
- Tune sensor settings and other key system parameters
- Optimize power consumption and lighting levels

RETRAINING

Numerous new users will interact with the networked lighting system over the years. wtec keeps everyone in the know with continual training for facility managers and tenants.

- Provide orientation for new tenants on the usage of the system or retrain existing staff
- Stay up to date on the latest lighting tools and techniques

PROJECT DOCUMENTATION

Projects commissioned by wtec personnel will include up to date documentation for effective property management.

- Commissioning Information (network configuration, engine list, fixture list, etc.)
- Supplemental Statement of Operation
- Updated reflected ceiling plans

LIFE CYCLE MANAGEMENT

Life Cycle Management services keep your networked lighting system modern, optimized and synchronize with your current needs.

CONFIGURATION CHANGES

As modifications to the facility takes place, adjustments to the lighting system will also be required. wtec can help you manage this process by ensuring that the right hardware and software is used.

- Addition of smartengines and smartdirectors
- Addition of smart occupancy sensors, scene controllers, wall dimmers etc.
- Modifications to Lighting Control layout
- Network changes

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INFORMATION UPDATES

Stay informed of key updates to wtec's networked lighting system by signing up to our information updates.

- Stay current on any upcoming enhancements being made to the existing networked lighting system
- Learn about pertinent revisions to the manager software

SOFTWARE UPDATES

Software updates gives you access to the latest software releases by wtec. We are constantly innovating with new ideas and fresh approaches to lighting management.

Get the latest in functionality and features!

INTEGRATION CONSULTING

wtec's smartengine networked lighting infrastructure may be integrated with 3rd party systems including HVAC, security, and various building automation systems. We offer advice so that you can realize the benefits of a unified solution.

- Maximize overall energy savings
- Monitor and coordinate building systems with a single user interface
- Maximize participation in Demand Response programs

TERMS AND CONDITIONS

This datasheet is for **informational purposes** only. WTEC MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET.

ADDITIONAL INFORMATION

Purchase information can be found by contacting the sales team.

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