

Smart Lighting Solutions is an Authorized Service Provider for the manufacturers that we represent, and we can also service many other lighting controls systems.

ANNUAL SERVICE PLAN (ASP)

Our Annual Service Plans (ASP) are an easy and cost-effective way to assist building owners with maintaining and optimizing their lighting control system. There are no contracts or complicated legal agreements to execute. Just select the ASP that is right for your situation. An ASP includes a block of time for Planned Visits and another block of time for Unplanned Visits.

- No Contracts
- Planned and unplanned visits included
- Experienced and certified technicians
- Standard ASPs include two technicians
- Up to 25% of Hours can be rolled over to following year ASP
- Custom ASPs available

SCOPE OF WORK – PLANNED VISITS:

- Two (2) weeks prior to visit, Building Owner to provide prioritized list of items that they would like addressed
- Upon arrival tech shall perform a system back-up and store on Smart Lighting Solutions share drive for this project
- Tech shall review the prioritized list with the Building Owner's representative and document current state of system
- Tech shall make recommendations to resolve the items on the prioritized list and what actions the Tech can reasonably perform during this visit
- Tech shall make recommendations to update system firmware and/or software as appropriate
 - *For High Security Networks/Facilities – Firmware and/or Software Updates may require the purchase of additional hardware and/or time.*
- Upon completion Tech shall;
 - Review the updated list (open, closed, additional actions required) with the Building Owner's representative
 - Perform a system back-up and store on Smart Lighting Solutions share drive for this project

SCOPE OF WORK – UNPLANNED VISITS:

- Scheduled - first available opening
- Building Owner to provide prioritized list of items that they would like addressed
- Upon arrival tech shall perform a system back-up and store on Smart Lighting Solutions share drive for this project
- Tech shall review the prioritized list with the Building Owner's representative and document current state of system
- Tech shall make recommendations to resolve the items on the prioritized list and what actions the Tech can reasonably perform during this visit
- Tech shall make recommendations to update system firmware and/or software as appropriate
- *For High Security Networks/Facilities – Firmware and/or Software Updates may require the purchase of additional hardware and/or time.*
- Upon completion Tech shall;
 - Review the updated list (open, closed, additional actions required) with the Building Owner's representative
 - Perform a system back-up and store on Smart Lighting Solutions share drive for this project



PART NUMBERS:

ASP - __ - _____ P - _____ U - ____

Planned Visit Frequency:

1 = Annually
2 = Semi-Annually
4 = Quarterly

Each Planned Visit Hours:

08 = Tech time (2 technicians x 4 hours on site)
16 = Tech time (2 technicians x 8 hours on site)
32 = Tech time (2 technicians x 16 hours on site)

Unplanned Visit Hours:

08 = Tech time (2 technicians x 4 hours on site) – includes one trip to site
16 = Tech time (2 technicians x 8 hours on site) – includes up to two trips to site
32 = Tech time (2 technicians x 16 hours on site) – includes up to three trips to site

Work Hours:

A = Work performed during normal business hours (8am - 5pm) Monday through Friday
B = Work performed during or after normal business hours (12:01am on Monday through 11:59pm Friday)
C = Work performed during or after normal business hours Monday - Sunday
*****Please note Work Hours excluded Holidays; contact Smart Lighting Solutions if Holiday Work Hours are required.**

ADDITIONAL NOTES AND CLARIFICATIONS:

- Up to 25% of Hours can be rolled over to following year ASP of equal or greater value
- Scheduling Lead Time without additional cost – Planned Visits: Thirty (30) days prior to on-site date
- Cancellation / Rescheduling without additional cost: Three (3) business days prior to on-site date
- *Additional exclusions: installation of product, as-built drawings, troubleshooting installation issues, repair or replacement of defective product, background check, safety training, drug screening, work with commissioning agent, attending project meetings, project management or any other work not directly related to ASP.*
- ASP excludes Training, sold separate.
- *Limited Service Warranty: One (1) month from date of ASP visit. ASP warranty does not include changes or corrections beyond the original scope of work. Service warranty does not include parts and/or labor to repair and/or replace of defective product.*

