



Field Services

Support for your lighting control system.
From design through project completion and beyond.

Greetings

A lighting system from Cooper Lighting Solutions creates incredible value. The cost savings from occupancy detection and scheduled lighting control alone can have a big impact your energy consumption. We want to help you maximize the return on your lighting system investment so it performs at its peak. Our network of skilled technicians can help with everything from system audits and remote troubleshooting to on-site training and extended warranties.

Please check our website for more details:
cooperlighting.com/global/services-and-software

Or call us at: **+1 (800) 553-3879** (24/7 support)

Thank you,
Christopher L . Glascock
Manager, Field Services,
Cooper Lighting Solutions

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Field Services from an Industry Leader in Lighting

No one knows more about lighting. Cooper Lighting Solutions is a national leader in illumination. Our lighting control systems provide exceptional value by reducing costs as well as promoting employee well-being and productivity. At the same time, our systems are lowering the overall carbon footprint of your building. All while improving the lighting quality of your space.

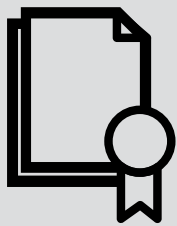
In this brochure, you'll learn about our Field Services offering, including pre-project support, active project commissioning, post-commissioning efficiency tune-ups, and training. We'll also outline for you the service enhancements that are available to ensure your Cooper Lighting Solutions system meets your requirements today but is also future-ready.

Our Technicians can assist whenever it's convenient for you, minimizing disruptions and being responsive to your needs – including providing remote support and working outside of typical business hours.

***By providing world-class,
on-demand Field Services,
Cooper Lighting Solutions
will deliver your
Lighting Controls
projects on time
and on budget.***



Where Merit Meets Value



Ever evolving energy codes, certification programs, standards, and Title regulations mean attention to detail is needed more than ever in your lighting projects.

The professionals setting up your lighting systems also need to be aware of the latest in both industry and municipal standards.

Cooper Lighting Solutions technicians are trained on the latest processes and techniques, come to work dressed and prepared for any environment or situation, and maintain a level of professionalism throughout the job life cycle that is second to none.

Field Project Design Services and Pre-Commissioning Support



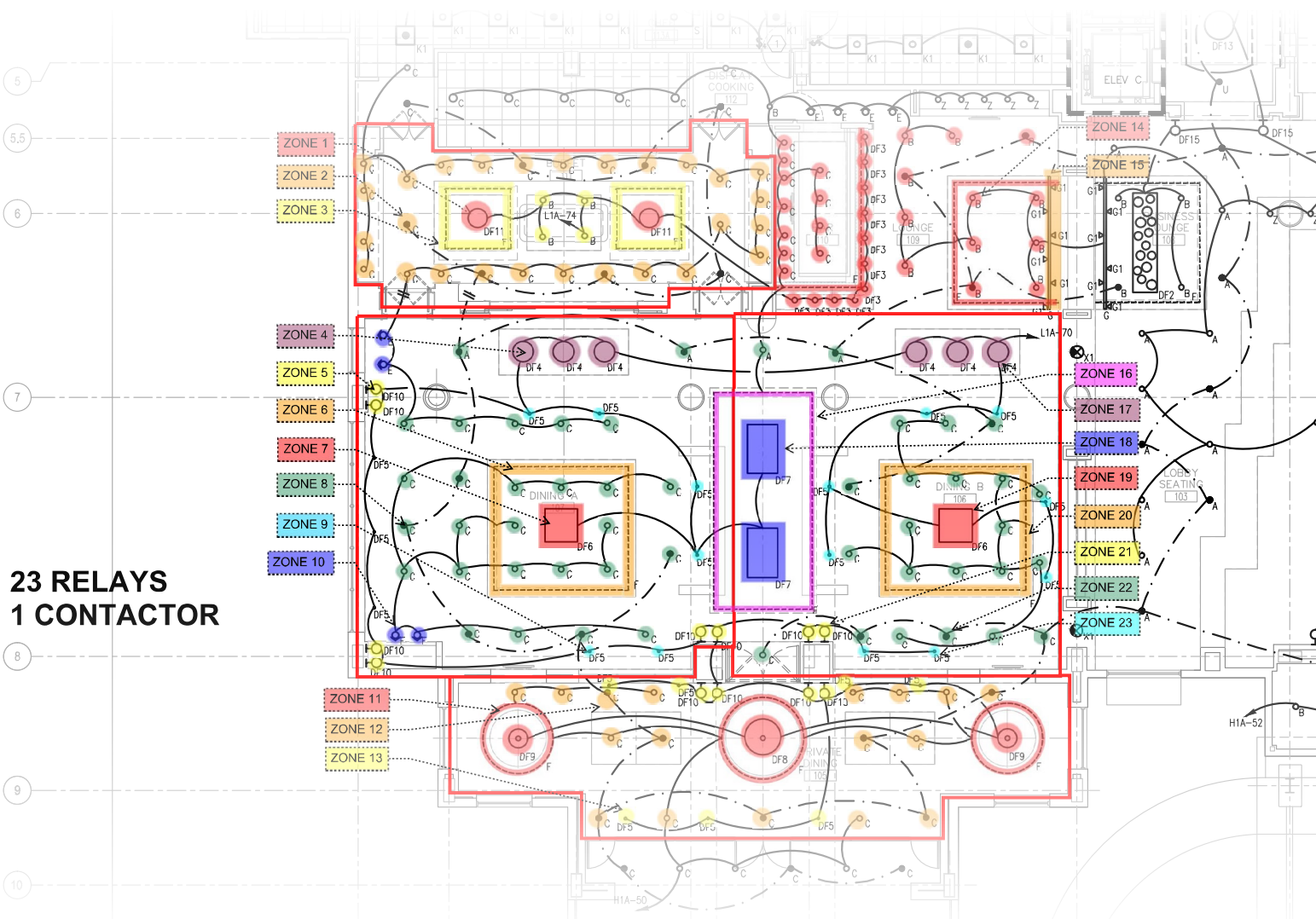
Integration Consultation

Includes a consultative visit or remote service by a Senior Technician during design and/or prior to startup. The Senior Technician reviews requirements and designs involving integration from the lighting controls system with any other protocol, 3rd-party device, or other coordination needed.

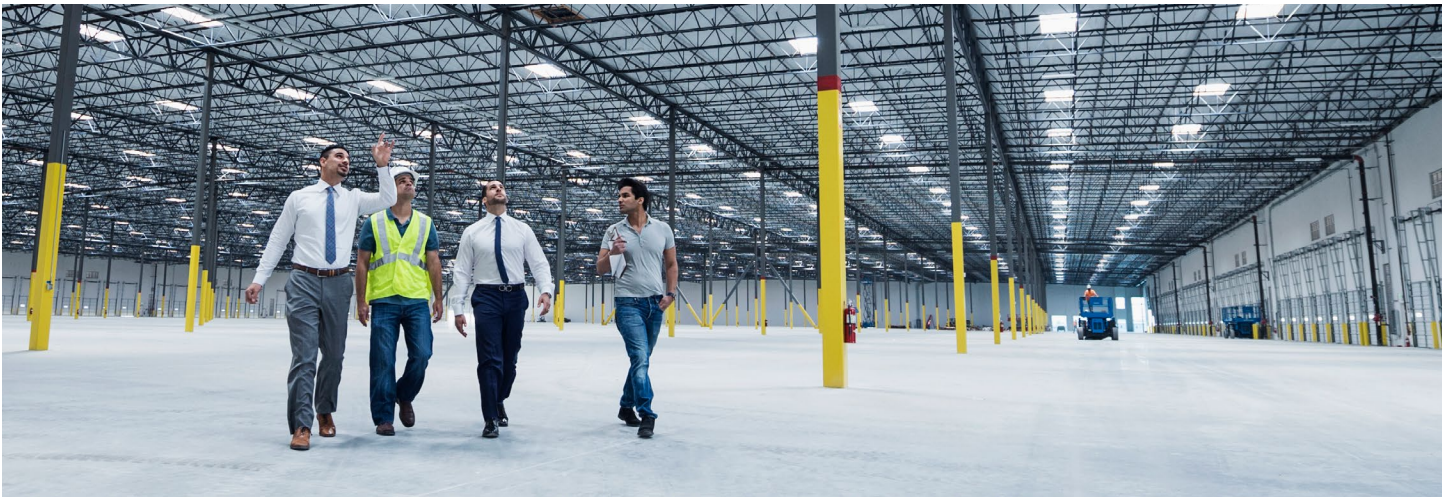


Pre-Project Support – Pre-Wire Visit

Starting projects off correctly helps avoid delays in the end. A Cooper Lighting Solutions Technician will explain the entire project, walking through, step-by-step, each device wiring, communication, and functionality. The Field Services Technician will then be available for any direct questions as the installation progresses through active commissioning.



**23 RELAYS
1 CONTACTOR**



Field Project Startup, Verification Walkthrough, and Optimization Services



Factory Startup – Active Commissioning

When the site is ready, a Cooper Lighting Solutions Technician will audit the equipment to ensure it's installed in accordance with specifications. The Technician will program the system per the approved sequence of operations and then perform functional tests to validate that it's working as designed. Once the system is completed, the Technician will provide training. Our Technicians take great pride in delivering lighting controls systems on time and on budget.



Commissioning Agent Walk and Commissioning Verification

Often, the commissioning agent of a project expects a demonstration and verification walkthrough of the new lighting system. Our Field Technicians are happy to provide an onsite demonstration and verification of the system's efficiency.



Post Commissioning Tune-Ups and Continuing Education

Does your existing control system need some modifications due to space use changes, ownership, or functionality? Do you need us to train a new employee or provide additional training for your staff to make the necessary real-time adjustments? A Cooper Lighting Solutions Technician will discuss with you your current functionality and programming and then recommend, confirm, and execute a wide range of changes to the system to increase energy efficiency and overall system performance, along with any additional training requests.

Service Contract Offerings

Plan ahead and keep your Lighting Control System optimized and maintenance free. Service Contracts offer heavily discounted rates and are scaled by years and options.

Please see the table below, outlining our industry leading **Included, Premium PLUS, and Premium SELECT** Controls Service plans:

Service Plan	Included	Premium PLUS	Premium SELECT
Programming and Controls for 120 Days after Startup is completed	●	●	●
Full coverage for the first year		●	●
Additional coverage available beyond the first year			●
24/7 Technical support coverage - email and phone	●	●	●
First Available Onsite/Remote Support		●	●
Guaranteed Response Time*			●
Post startup check-in included within the first year		●	●
Custom options and specific inclusions			●

NOTE: Service Contracts are available across all WaveLinX and Greengate platforms. Terms and Conditions apply for both hardware and controls.



What is Cooper Lighting Solutions Doing for You?

Field Technicians

Consistent training has always been a challenging aspect of an ever-evolving controls product base. We not only maintain a high level of consistent Field Services but we continue to improve both our internal team and external team by providing up-to-date continuing education through our Cooper Lighting Solutions Technician Network. By creating content designed by Field Services, for field service, a broader and more expansive distribution of education and support allows for process driven solutions to be our standard.

<https://go.bluevolt.com/sourceonline/s/>



The Cooper Lighting Solutions Project Management Team is here to help you successfully execute lighting control projects on scale. Transparency at every step of the process makes possible cost-effective and value-engineered solutions across multiple projects. By facilitating effective communication, our Project Management Team will support your business operations from coast-to-coast, now and into the future.

Project Management

Agents

Agents are a special part of our business. The Field Services Team is dedicated to providing timely and consequential support to our agents so they can provide customers with the highest level of service.



Why Cooper Lighting Solutions?

At Cooper Lighting Solutions, we build forward-thinking lighting solutions that make people's lives safer, while making buildings, homes, and cities smarter and more sustainable. We deliver an industry-leading portfolio of residential, sports, infrastructure, industrial, and commercial LED lighting; plus lighting controls and smart lighting systems.

We question, we seek, and we solve. Because building a better world means asking tough questions and pushing harder for answers. Together with our customers, we create solutions that build a better world. At Cooper Lighting Solutions, we push past the ordinary to build brighter.

Cooper Lighting Solutions is a business unit of Signify, the world leader in lighting. Together we have a shared purpose to unlock the extraordinary potential of light for brighter lives and a better world.



Our brands

Industry leading lighting and controls solutions

Ametrix | AtLite | Corelite | Ephesus | Fail-Safe | Fifth Light | Greengate | HALO Commercial | HALO | Intelligent Lighting Controls | Invue | iO | IRiS | Lumark | Lumière | McGraw-Edison | Metalux | Modular Wiring Systems (MWS) | Neo-Ray | Portfolio | RSA | Shaper | PrentaLux | Streetworks | Sure-Lites | WaveLinx | Telensa



Lighting Brands

Ametrix
AtLite
Corelite
Ephesus
Fail-Safe
HALO
HALO Commercial
Invue
iO
Iris
Lumark
Lumière
McGraw-Edison
Metalux
MWS
Neo-Ray
Portfolio
RSA
Shaper
PrentaLux - 3D Printed Lighting
Streetworks
Sure-Lites
Telensa

Controls Brands

Greengate
Fifth Light
Intelligent Lighting Controls

Connected Lighting Systems and Smart Spaces Platform

WaveLinx



SCAN
for Support
& Services
information

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Printed in USA
March 2023

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