TECHNOLOGY-ENABLED SERVICE AGREEMENTS

The Wattstopper Technology-Enabled Service Agreements combines immediate remote support with the additional assurance of on-site support. Adding post-installation service support to the lighting control system adds immediate peace of mind. No matter what issues arise, you will not need to be a lighting controls expert. Your installed Digital Lighting Management (DLM), Wattstopper PLUS or Architectural Dimming lighting control system will be covered by a service plan that provides ongoing system maintenance and protection from unplanned interruptions. Whether you're a facility manager or building owner, prioritize your investment with a Wattstopper Technology-Enabled service plan for your Wattstopper lighting control system.

Technology-enabled service plans deliver immediate remote support, on-site support, and training. Remote support is performed by the Legrand Remote Operations Center (ROC) staffed with U.S.-based dedicated support technicians. On-site support and training are provided by highly skilled, factory-trained field service technicians, both with the know-how, experience, and resources to help maintain and optimize your building's lighting control system

NOTE: Service plan starts after completion of startup. Additionally, the end user must be registered to begin receiving service plan benefits.

BENEFITS

- Dedicated Customer Success Representative: A dedicated professional to manage your account, ensure the fulfillment of your agreement entitlements, and make necessary adjustments to meet your ongoing and future needs.
- Dedicated Technical Phone Support: Access to a dedicated support line connected to the Wattstopper Remote Operations Center (ROC).
- Remote Diagnostics Support: Comprehensive remote troubleshooting and configuration services, including schedule and setting adjustments, button configuration changes, space utilization modifications, energy code updates, and more.
- Service Orientation: An introductory call to familiarize you with your Customer Success representative, the ROC, and the remote support capabilities of the system. An overview of data analytics will be provided if this service is included in your agreement.
- Onsite Training: A Legrand-authorized technician will provide 8 hours of on-site training, which can be divided into two half-day sessions if necessary.
- Onsite System Tuning Visits: A Legrand-authorized technician will conduct up to 8 hours of on-site system tuning, either recommended by the ROC or requested by the customer, to address tuning requests or more complex issues, such as optimizing lighting configuration, integrating with building automation or management systems, or fine-tuning daylighting controls.

SERVICE OFFERINGS

	SERVICE	CONNECT BASIC PACKAGE	CONNECT PLUS PACKAGE	CONNECT PRIME PACKAGE
Remote Services (Requires Remote Access)	Dedicated Customer Success Representative	Yes	Yes	Yes
	Dedicated Technical Phone Support	Priority Support within 24 Hours	Priority Support within 24 Hours	Priority Support within 12 hours
	Remote Hour allowance (hours)	30	30	30
Onsite Services	Onsite Site Visit	0/year	1/year	2/year
Add on Services	**SERVICE**	**DESCRIPTION**		
	RACESS Modem	Dedicated 4G LTE modem that is pre-activated for cellular use and pre-configured out of the box to enable secure remote access. Yearly renewal required		
	Additional Support Hours	Addition 10-hour block of hours that can be added to any support agreement		
	Additional Site Visit	Addition site visits that can be added to any support agreement		
	24/7 Support	24/7 remote phone support		
	Wattstopper i3	Comprehensive software platform to create intuitive operational efficiency		

PROJECT		LOCATION/ TYPE	

ORDERING INFORMATION

Catalog #		Description
☐	RSC-BASIC	1 Year Connect Basic Package (Increase Quantity for Additional Years)
☐	RSC-PLUS	1 Year Connect Plus Package (Increase Quantity for Additional Years)
☐	RSC-PRIME	1 Year Connect Prime Package (Increase Quantity for Additional Years)
☐	RSC-ACT-MODEM	Remote Access Activation
☐	RSC-10H	Additional remote support hours (10 hours)
☐	RSC-ONSITE	Site Visit - (Non-local)
☐	RSC-ONSITE-DAYS	1 Day Additional Onsite Time (local)
☐	RSC-PHNE-24	24/7 Phone Support
☐	RSC-i3	Cloud-Based data subscription service
☐	RSC-i3DEPLOY	Technician Hours for RSC-i3 Subscription

Rev 04/2025