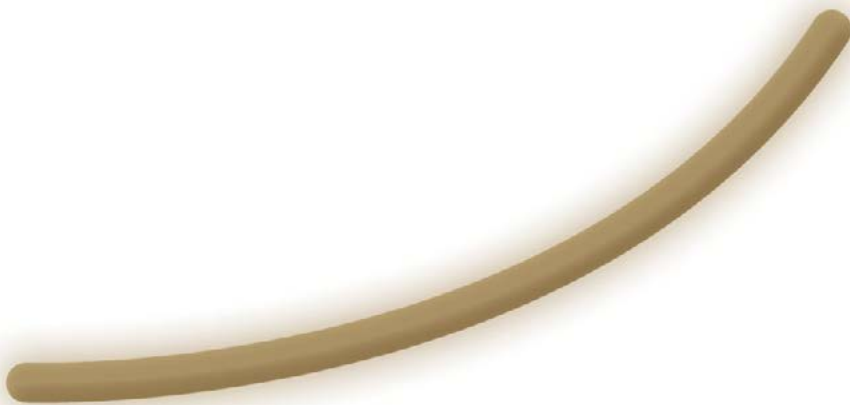




MAINTENANCE

Zumtobel Services

Zumtobel offers a broad range of services with the aim to optimise energy efficiency, sustain lighting quality, and achieve safety thus maximising the return on your lighting solution investment.



Your light in a world of change.



Markets will change.

Life will change.

What shouldn't change is the return on your valuable lighting investment.

The roles of buildings are constantly changing, just like the people who live and work in them. The functionality and applications of lighting systems and controls need to adjust to these changes to prevent increased operating costs, loss of lighting quality and decreasing safety. Therefore buildings must constantly be adjusted to work effectively over their life cycle. Through regular maintenance and optimisation of your system, you will increase profitability, productivity and safety, cut operating costs and reduce downtime.



Organisations will change.

Demographics will change.

Work environments will change.

Strategies will change.

Business models will change.

Circumstances will change.



Maximise the return on your lighting investment

1 Energy efficiency

A well-maintained system is up to 15 percent more efficient over the building's life cycle. Using our expertise, we guarantee to maximise the return on your lighting investment.

2 Lighting quality

Changing demographics and the adaptability of work environments make new demands on a lighting solution. We take care that the lighting quality is kept constant at the highest possible level.

3 Safety

A properly working lighting system is an absolute requirement for safety. Regular checkups and maintenance are crucial to ensure safety throughout your building.

without service

Zumtobel Services

MAINTENANCE	platinum	gold	silver
Services			
Direct access to Zumtobel experts	•	•	•
Knowledge base access	•	•	•
Zumtobel service guide	•	•	•
Reactive services			
On-site incident support (visits)	4	2	2
Telephone incident support (hours)	unlimited	5	3
Remote incident support (hours)	unlimited	5	3
Preventive services			
Annual maintenance (visits)	4	3	
Remote maintenance (hours)	5	4	
Audit energy and lighting quality (visits)	2		
Zumtobel platinum certificate	•		
Privileges			
Call-out charges discount on standard prices	•	•	•
Spare part discount on list prices	•	•	•
Discounts on systems and maintenance training	•	•	



zumtobel.co.uk/maintenance

The chart provides information at a glance on Zumtobel Services and privileges provided by MAINTENANCE platinum, MAINTENANCE gold and MAINTENANCE silver. All services and service visits/hours referred to shall be provided within one year. For specific terms and conditions, please refer to the MAINTENANCE agreement specifications on our website.



MAINTENANCE platinum

MAINTENANCE platinum provides audits with respect to energy performance, lighting quality and lighting standards. The platinum service package includes the services of silver and gold agreements with additional on-site incident entitlements and unlimited remote support to provide the best possible services required for your lighting systems.



MAINTENANCE gold

MAINTENANCE gold provides assistance in maintaining your controls and systems. The gold service package ensures optimal performance with respect to energy efficiency, lighting quality and lighting maintenance standards. Services from the silver agreement are included.



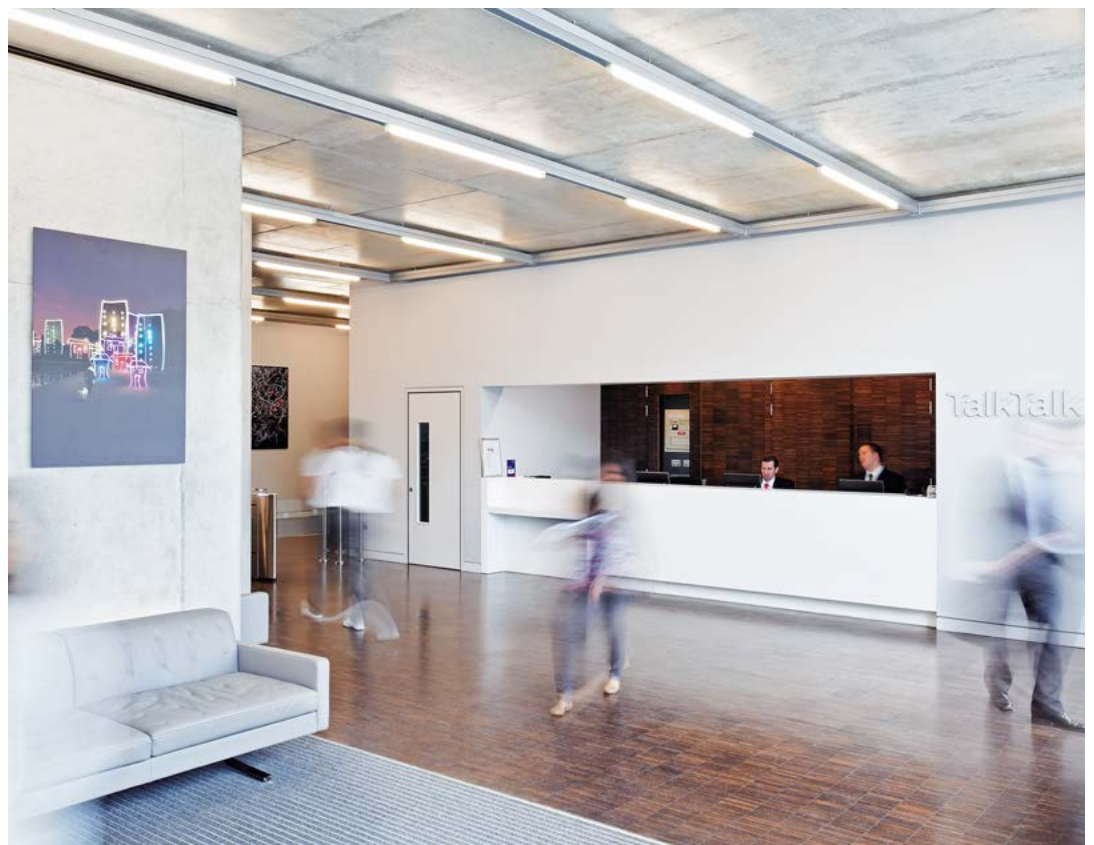
MAINTENANCE silver

MAINTENANCE silver provides support during day-to-day operation of your lighting management systems.

TALK TALK Broadband, London | UK

Talk Talk is UK's second biggest broad-band provider. Zumtobel have provided full support, on site and remote maintenance, and optimization services for its head-quarters in London since 2009.

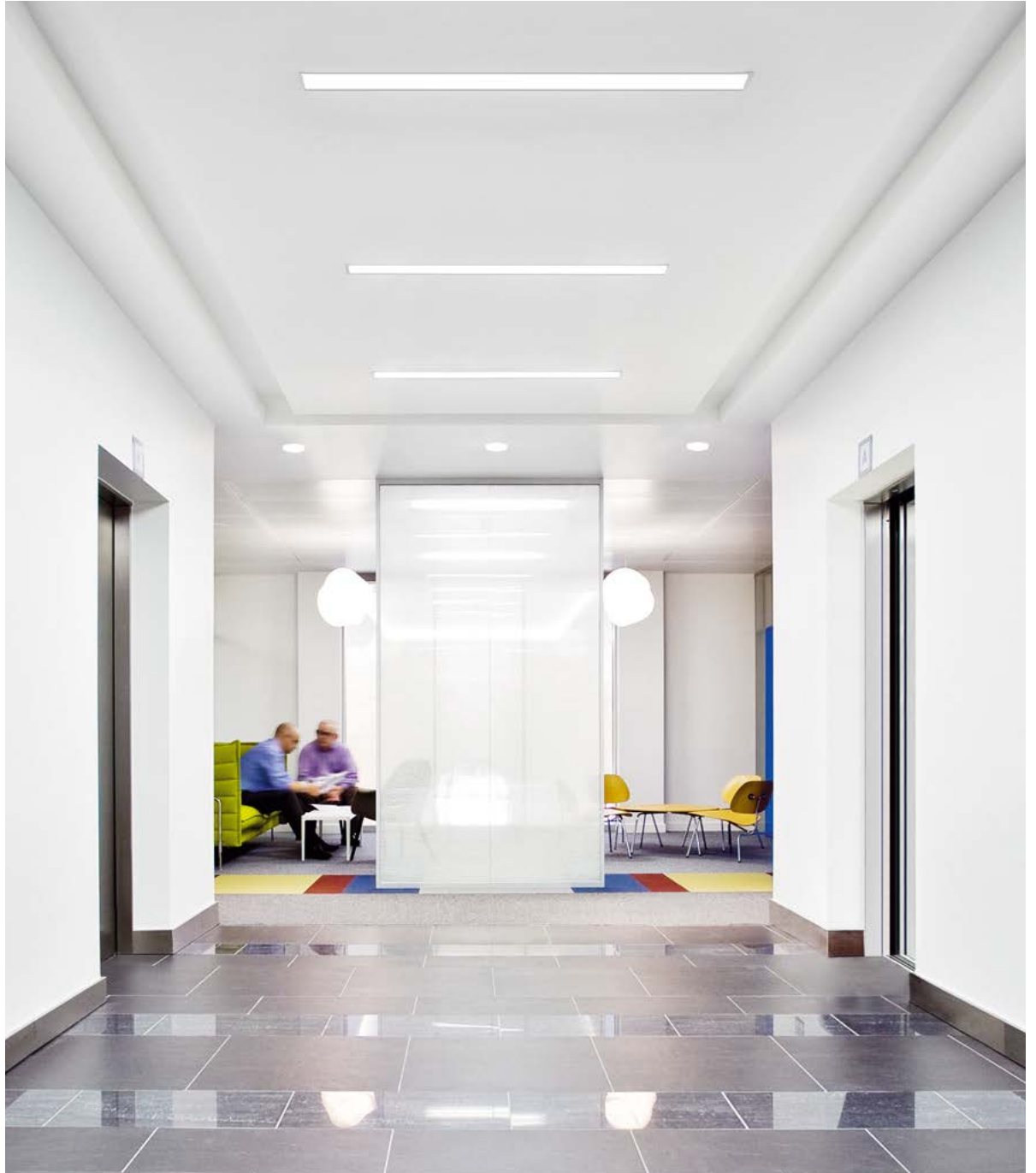
Architect: Allford Hall Monaghan Morris, London | UK
Zumtobel Services: MAINTENANCE platinum
Lighting solution: LUXMATE LITENET lighting management, 2LIGHT recessed luminaires, PANOS downlights, PERLUCE surface-mounted luminaires, SLOTLIGHT light lines, TECTON continuous-row system



Scope of Zumtobel Services

MAINTENANCE	platinum	gold	silver
Reactive			
Support during Zumtobel service office hours	•	•	•
Troubleshooting and support diagnostics	•	•	•
Troubleshooting and support addressing	•	•	•
Troubleshooting automation programming	•	•	•
Troubleshooting lighting scenes	•	•	•
Troubleshooting user access rights	•	•	•
Troubleshooting timeline management	•	•	•
Troubleshooting user interface settings	•	•	•
Re-commissioning after device fault	•	•	•
Troubleshooting remote access software and hardware	•	•	•
Preventive			
Hardware functionality check	•	•	
Automation / programming adjustments	•	•	
Timeline management adjustments	•	•	
Lighting scene adjustments	•	•	
Sensor adjustments	•	•	
Software updates when required	•	•	
Data and setting backups	•	•	
Setting adjustments	•	•	
System documentation updates	•	•	
Access rights management updates	•	•	
Optimization			
Functionality changes programming	•		
Functionality extensions programming	•		
Optimisation support	•		
Optimisation automation programming	•		
Energy and lighting quality analysis	•		
Energy and lighting quality reporting	•		
Standard compliance check	•		
System documentation update	•		

The following chart provides information at a glance on the scope of Zumtobel Services. The scope of MAINTENANCE is based on VDMA standard 241186-5, which describes maintenance tasks for electrical and other technical installations in buildings. The scope of MAINTENANCE is extended with relevant tasks to maintain lighting management. For specific terms and conditions, please refer to the MAINTENANCE agreement specifications on our website.



Gardiner & Theobald, Glasgow | UK

Gardiner & Theobald is one of the world's leading independent construction and property consultancies. Following extensive refurbishment to these offices Zumtobel have entered into an optimize agreement with the client.

Architect: Keppie Architects, Glasgow | UK

Zumtobel Services: MAINTENANCE platinum

Lighting solution: LUXMATE LITENET lighting management, CIRIA control point, ONLITE COMSIGN and ONLITE PURESIGN emergency luminaires, TECTON Superhighway, MELLOW LIGHT IV recessed luminaires, HELISSA surface mounted, 2LIGHT downlights, PANOS Q downlights, FREELINE suspended direct/indirect luminaires, SLOTLIGHT light lines, 2LIGHT MINI downlights



“The service agreement Zumtobel provides gives us peace of mind. Any issues or queries I have, are answered and resolved by the lighting engineer during service visits.”

Dean Richards, BEng (Hons) MSc
Building Manager

Monsoon Accessorize Ltd., London | UK

Monsoon Accessorize is a design-led retailer based in London. Zumtobel provides a comprehensive maintenance package to ensure the client has full cover and peace of mind.

Architect: Allford Hall Monaghan Morris, London | UK
Main Contractor: Laing O'Rourke, Dartford | UK
Zumtobel Services: MAINTENANCE gold
Lighting solution: LUXMATE LITENET lighting management, ONLITE ECOSIGN emergency luminaires, TECTON super highway, Custom luminaire FREELINE suspended direct/indirect luminaire, VIVO spotlight, Bega BE443 and BE6310

Service organisations



With offices in 57 countries staffed with lighting solution consultants, service engineers, lighting designers, system engineers and project managers, we provide services for every stage of the building's life. Electricians, lighting designers, facility managers and facility management contractors can count on our expertise to design, build, operate and optimise any lighting application.



ZUMTOBEL

United Kingdom

Zumtobel Lighting Ltd.
Chiltern Park
Chiltern Hill, Chalfont St. Peter
Buckinghamshire SL9 9FG
T +44/(0)1753 482 650
F +44/(0)1753 480 350
uksales@zumtobel.com
zumtobel.co.uk

Austria

Zumtobel Licht GmbH
Donau-City-Strasse 1
1220 Wien
T +43/(0)1258 26 01-0
F +43/(0)1258 26 01-82845
welcome@zumtobel.at
zumtobel.at

Belgium

N.V. Zumtobel Lighting S.A.
Rijksweg 47 –
Industriezone Puurs Nr. 442
2870 Puurs
T +32/(0)3/860 93 93
F +32/(0)3/886 25 00
info@zumtobel.be
zumtobel.be

Germany

Zumtobel Licht GmbH
Grevenmarschstrasse 74–78
32657 Lemgo
T +49/(0)5261 212-0
F +49/(0)5261 212-7777
info@zumtobel.de
zumtobel.de

Italy

Zumtobel Illuminazione s.r.l.
Socio unico
Sede legale ed amministrativa
Via Isarco, 1/B
39040 Varna (BZ)
T +39/0472/27 33 00
F +39/0472/83 75 51
infovarna@zumtobel.it
zumtobel.it

Luxembourg

N.V. Zumtobel Lighting S.A.
Rue de Luxembourg 177
8077 Bertrange – Luxembourg
T +352/26 44 03 50
F +352/26 44 03 51
info@zumtobel.lu
zumtobel.lu

Netherlands

N.V. Zumtobel Lighting
Zinkstraat 24-26
4823 AD Breda
T +31/(0)76/541 76 64
F +31/(0)76/541 54 98
info@zumtobel.nl
zumtobel.nl

Spain

LUXMATE, S.L.
C/ Isla de Hierro n°5
San Sebastián de los Reyes
28703 Madrid
T +34/(0)91/659 3076
F +34/(0)91/653 0374
luxmate@luxmate.es
luxmate.es

Switzerland

Zumtobel Licht AG
Thurgauerstrasse 39
8050 Zürich
T +41/(0)44/305 35 35
F +41/(0)44/305 35 36
info@zumtobel.ch
zumtobel.ch

Headquarters

Zumtobel Lighting GmbH
Schweizer Strasse 30
Postfach 72
6851 Dornbirn, AUSTRIA
T +43/(0)5572 390-0
F +43/(0)5572 22 826
info@zumtobel.info

zumtobel.com



Top quality – with a five-year guarantee.

As a globally leading luminaire manufacturer, Zumtobel provides a five year manufacturer's guarantee on all Zumtobel branded products subject to registration within 90 days from the invoice date and in accordance with the terms of guarantee at zumtobel.com/guarantee.

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