Our passion is to create quality lighting solutions that deliver total perfection. People’s individual requirements take centre stage. This turns light into an experience. Our goal is to define the future of intelligent light with the right range of services. We respond with physical and digital services to the digital transformation of the lighting industry. These services allow us to create a carefree, easier relationship with light for our customers – uncomplicated, reliable and predictable.

“*I don’t want to have to worry about light, I want to focus on my business. Smart light, turnkey solutions: that’s what I call ‘service’!*”

Christian Beer
Managing Director, HERON Group
Projects in the lighting sector are becoming increasingly complex. They require customised products, integration into building automation systems and the management of an increasing number of team members and partners.
We transform lighting into individual, scalable and turnkey solutions. The benefits of connected lighting in a reliable, uncomplicated and predictable package.
INTELLIGENT LIGHT 
AS A SERVICE

EVERYTHING FROM A SINGLE SOURCE.
THROUGHOUT THE ENTIRE PROJECT CYCLE.

SAVE UP TO 82%* IN ENERGY COSTS

40%** INCREASE IN SALES 
THROUGH CUSTOMER INSIGHTS

PRESENTATION 
AND SALES

The world is changing. This means new challenges for the retail sector, too, among them offering customers a unique purchasing experience. Gain new customer insights, improve customer satisfaction and increase sales. Digital Services such as indoor positioning make all this possible. Proximity marketing, indoor navigation or a smart shopping assistant could also help you. In an initial pilot project, sales increased by up to 40%.

OFFICE AND COMMUNICATION

Spending less is one way to save. Improving efficiency and performance, another. Use both! A correctly adapted lighting control system could help you reduce your energy consumption by up to 82%. Use less artificial light through the efficient application of a daylight, presence and time-based lighting control system.

The rapid pace of technological development has increased the scope and complexity of lighting systems. “Light as a service” is becoming increasingly important. Our service portfolio meets the increasing demand for competent project management for turnkey lighting solutions from a single source.

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We are always surrounded by light. That’s why its visual, emotional and biological effects have a big influence on our life. 24 hours a day, 365 days a year. However, we spend a large part of our lives in artificially lit rooms. Artificial lighting conditions make situation-appropriate lighting necessary. And this is where a suitable lighting control system, which takes into account daylight, presence and time factors, comes into play.
We tailor your lighting project to your requirements, incorporating technologies such as Human Centric Lighting, Limbic® Lighting and design with dynamic lighting scenarios. With just one partner throughout the entire project. So you get exactly what you need – and nothing that you don’t need. Select from a wide range of services and products.
ONE POINT OF CONTACT

EVERY PROJECT PHASE DEMANDS MAXIMUM ATTENTION. WE TAKE CARE OF EVERYTHING!

01  ANALYSIS

The beginning of a project involves an initial review. To do this, an expert looks at your requirements and gathers the basic information for the joint lighting project. At this stage we can often already give an initial indication of the potential savings for your company.

02  PROJECT DESIGN

In the project design phase, we support you individually with the electrical project design, the lighting design, the organisation of your lighting control and emergency lighting system and, if desired, also with our digital services, giving your project almost unlimited possibilities.

03  COORDINATION

We tailor your lighting project to your requirements and act as a reliable point of contact throughout the entire project. So you get exactly what you need – and nothing that you don’t need.

04  FINANCE

We take charge of everything to do with lighting. You can concentrate on your core business and benefit from the latest lighting technology, including installation and maintenance. No investment costs, at a fixed monthly rate.

05  EXECUTION

Our commissioning and service technicians are highly qualified professionals. They plan the integration process for your lighting system reliably, effortlessly and exactly in line with your requirements.

06  CUSTOMER SERVICE

It ain’t over till it’s over. We’ll be the partner by your side for the entire life cycle of the project. We guarantee the chosen lighting solution works perfectly. Sustainable solutions are important to us.
CUSTOMISE YOUR SERVICE PACKAGE

EACH PROJECT HAS INDIVIDUAL REQUIREMENTS.

**TURNKEY SERVICES**
From specifications, through to project management or installation or maintenance. We take over all the necessary steps throughout the entire lifecycle of your perfect lighting solution. Zumtobel acts as a general contractor: you get everything from a single source, at no extra cost.

**FINANCE SERVICES**
You want to concentrate on your core business, without high investment costs and to still have state-of-the-art lighting? Zumtobel takes care of all the steps involved in replacing your lighting. You simply pay a fixed monthly rate for the ongoing operating costs.

**CONNECTIVITY SERVICES**
Our systems give you full control over your lighting. And thanks to the open data interfaces, our systems give you access to new information. We offer you project design and support services, and install, commission and maintain lighting management systems.

**DIGITAL SERVICES**
With the help of our software experts, you’ll gain new insights into your building’s processes. We create new performance promises and business models. Your lighting infrastructure is the ideal basis for using the added value of the Internet of Things.

**EMERGENCY SERVICES**
Emergency lighting is more than just a legal requirement. As an operator or owner, it is your responsibility to people and the environment. We offer the right emergency lighting package for you – complete and tailor-made. From the project design to commissioning and maintenance.

**AFTER-SALES SERVICES**
Our maintenance team is reliable and effective. This includes comprehensive expert advice, traditional repair services, a warranty and durability for your lighting. In short, we are always there for you.
Whatever lighting services you need – we offer a solution that is ready to use immediately. We take on all tasks, from the project design, installation and commissioning to customer service and maintenance. And we manage the project for you throughout its entire duration. Our total package – tailored to your needs. A central point of contact means that you always know who you can get in touch with. We save you effort and unnecessary costs. If required, you can also speak to us about allocating the costs.

A central point of contact means that you always know who you can get in touch with. We save you effort and unnecessary costs. If required, you can also speak to us about a breakdown of the costs.
We support and advise you from start to finish and make integrated lighting solutions a reality. We take over responsibility for the management of the entire project and make your work easier.

**ADDED VALUE**

State-of-the-art lighting solutions for all areas of application. A better and safer use of space with well-thought-out emergency lighting systems. And intelligent lighting management systems, which always provide the right lighting. Digital services offer new data and insights to help make your building intelligent. Significant added value for you – from a single provider: us.

**CAREFREE**

You’re in good hands with us. Our experts will take care of your lighting solution. You will have a central point of contact. This doesn’t only save you a lot of time and effort when working together with the various parties, but also functions as the nerve centre of the project, creating transparency and reliability.

**COMPETENT**

With some 70 years of expertise, Zumtobel knows all there is to know about every application and product. Our service team, especially our turnkey project managers, form a skilled team for your project. Together with our high level of reliability, our many years of experience frequently result in a faster, more cost-efficient solution.
STEP BY STEP
FROM THE INITIAL HANDSHAKE TO THE INSTALLATION OF THE LIGHTING.

01
WE TAKE OVER THE PROJECT DESIGN.
- including the preliminary review of the requirements/the existing lighting solution
- including design concept and customer presentation

02
WE TAKE CARE OF THE PROJECT MANAGEMENT.
- we create a detailed design concept for implementation and lighting
- we coordinate the project partners and support you through the project with certified experts

03
WE ORGANISE THE INSTALLATION.
- delivery of luminaires and lighting control systems
- dismantling and recycling (if required)
- installation of the new lighting

04
WE CARRY OUT THE COMMISSIONING.
- support during the initial operating phase
- including the final inspections
You never need to buy lighting again. A fixed monthly rate will give you access to the best lighting systems, with minimal capital expenditure.
LIGHT AS A SERVICE
SAVE MONEY
AT A FIXED MONTHLY RATE.

NO INVESTMENT

Instead of buying lighting, you obtain it from us at a fixed monthly rate. Our service contracts guarantee you a state-of-the-art, effectively operated, efficient lighting solution, with no investment obstacles.

IMMEDIATE ELECTRICITY COST SAVINGS

From the first day on which your new lighting system is commissioned you will make real savings. A part of the electricity cost savings is paid directly into the monthly rate. This gives you the liquidity for other investments.

ALL-ROUND SERVICE PACKAGE

Project design, installation, commissioning and regular maintenance: We carry out and take responsibility for all lighting-related tasks. We take care of your light.

ENVIRONMENTALLY FRIENDLY

By installing an efficient lighting system with lower power consumption, you reduce CO₂ emissions. Your CO₂ certificate costs fall, your environmental performance improves.

A SKILLED PARTNER

In Zumtobel, you have an experienced partner with many years of technical expertise at your side. We guarantee you a consistent level of service at uniform conditions. We know the grants to which you are entitled and support you in applying for them.

BETTER LIGHT QUALITY

With our light contracting model, you remain flexible in the very dynamic technical climate and benefit with your lighting now and in the future from technological developments as well as with the associated potential for savings.

BETTER LIGHT, BETTER PRODUCTIVITY

With Zumtobel, you can keep your lighting up to date. Good light makes for better working conditions and well-being: your employees are better able to carry out their work, errors can be avoided and productivity increases.

AVOID BANS ON LUMINAIRES

Inefficient light sources are gradually being removed from the market by EU bans on light bulbs. With Zumtobel, compulsory replacement of the lighting is a matter of course.
BY SAVING ON OPERATING COSTS, THE NEW LED LIGHTING SYSTEM CAN BE FINANCED WITH NO OR ONLY LOW ADDITIONAL EXPENDITURE.

BEFORE
High costs and not much light.

NEW
Immediate reduction in operating costs and optimal light.

SAVINGS

OPERATING COSTS

LED OPERATING COSTS
This is how it works:
We organise the complete replacement of your lighting system from scratch.

01 Have a Zumtobel expert compile the most important information and give you an initial indication of the savings you could make.

02 Following a memorandum of understanding, our experts draw up a detailed plan for your individual solution.

03 Sign a Zumtobel agreement, and sit back and relax. We dismantle and dispose of old luminaires and light sources, and supply, install and commission the new lighting solution.

04 We service the complete system throughout the entire duration of the contract, including all necessary maintenance and repair works.
MAKE A GREAT ROOM EVEN GREATER

A BASIS FOR MORE COMFORT AND FLEXIBILITY.
Lighting control systems offer you the perfect light for any situation and ensure greater energy efficiency and an improved sense of well-being. Our service optimises solutions for everything from individual rooms to entire buildings.

**PROJECT DESIGN**

You know what you need. We make sure that you get it. All you need to do is specify your inputs and outputs. We calculate the rest. From an order overview to circuit diagrams. We even carry out a plausibility check. We’re with you every step of the way – from initial ideas to the offer – and adapt to your needs. We’ll transform any space into an experience for you. It doesn’t matter how big or complex the space is.

**COMMISSIONING**

Commissioning is a time factor. And time is money. That’s why the installation and commissioning of a Zumtobel lighting management system is quick, easy and reliable. Our highly trained technicians and professional infrastructure always guarantee smooth and punctual commissioning in the shortest possible time.

**MAINTENANCE**

Regular inspections ensure the system operates safely and increase the profitability of the lighting installation. Comprehensive documentation of the lighting installation and all settings provides the basis for many years of reliable operation. Our service supports you throughout the entire life cycle of the lighting installation, from the initial idea to its replacement.

**OPTIMISATION**

The functions of spaces are always changing, just like the people who live and work in them. This also changes the demands placed on a lighting solution. We support you and adapt our products and services to your new requirements. In many cases, our lighting management systems create the basis for our digital services – for example as a data provider for the optimisation of your building.
Finding a free desk or meeting room? No problem! Determining the positions of assets in warehouses to the nearest metre in real time? Any time. Sending location-based, personalised advertising to your mobile phone in the supermarket? Absolutely. Creating a secure Internet connection via light? Coming soon.
SHAPING THE FUTURE TOGETHER

HIGHER EFFICIENCY. BETTER USER EXPERIENCE. BIG DATA FINDINGS.

ASSET TRACKING
Quickly locating things in buildings ensures efficiency. The application scenarios are varied. Finding goods during a complex manufacturing process, tracking work devices and vehicles or locating medical devices in a hospital.

SPACE & DESK MANAGEMENT
The data gives you important information on how you can make your space planning more efficient. You can optimise your cleaning plan accordingly and save a lot of money. Finding a relevant, free workplace in real time as well as an indoor navigation app make desk sharing easier to implement.

PROXIMITY MARKETING
The customer experience is becoming a key factor in today’s retail business. Combine the physical experience in a shop with the digital world, with location-based, personalised customer interaction and targeted advertising campaigns. Appeal to the “digital natives”. Use heat maps to gain insights into the attractiveness of your retail space.

INTERNET OF LIGHT
Light fidelity (Li-Fi) networks use light to transmit data at high speed in the unlicensed spectrum. Sensors, tools, production machines and even self-driving vehicles in the warehouse are connected and can communicate with each other. When WiFi reaches its limits, Li-Fi can help, with extremely high security and bandwidth, and very low susceptibility to failure.
Looking for a smart lighting solution for an optimised workplace environment? Luminaires are fitted with sensors that measure office space utilisation, air quality and temperature. Using this measurement data, working environments can be improved, office areas optimised and up to 20 per cent saved on operating costs.

Light provides the perfect infrastructure for sensors to measure information on air temperature as well as CO₂ and VOC values. Careful analysis of the data results in valuable findings for building managers. These can then be used to optimise the heating/ventilation/climate control system as required and to save on energy costs. Free-standing luminaires with sensors are close to the user and can instantaneously measure factors such as air quality or temperature. An integrated radio module makes the entire design even more flexible, because no additional cables apart from the power cable are needed.
For the project, Bluetooth beacons were installed in the existing TECTON LED smart location luminaires. Via a smartphone app, the beacons create a connection to the customer and communicate instantaneously during the purchase. The number of users continued to rise during the pilot phase. The push notifications for selected offers significantly increased sales in all three test groups. Displaying product recommendations and special offers on customers’ smartphones resulted in a significant increase in sales. The “Internet of light” enables more intensive interaction with customers. The store can use this to draw conclusions about the customer’s purchasing behaviour, and customers can give feedback via the app.
PLAY IT SAFE
S A F E T Y  O N  S C H E D U L E .

RELIABLE PRODUCTS
Our service teams help you to design optimal emergency escape lighting solutions, while taking into consideration all legally applicable provisions.

COMPETENT EXPERTS
Our lighting experts take care of everything that’s needed. Such as project design, installation, commissioning and/or maintenance.

SAVING LIVES
In emergency lighting systems, safety is the top priority. With our lighting systems, luminaires and technical services, you won’t be taking any chances.
We install and maintain the latest, state-of-the-art emergency luminaires and systems for you, making emergency escape lighting one less thing you need to worry about.

**PROJECT DESIGN**

Discreet luminaires, easy installation and low maintenance costs – these three things apply to all our emergency lighting solutions. But we’re also there for you before this. We take over the project design, advise on current standards and legal requirements in order to find the right solution for you.

**INSTALLATION**

Safety begins with the design of the emergency lighting system and the selection of the most suitable products. We then install the system exactly according to the legal requirements and commission it. This includes testing the external voltage of the output circuits, the configuration of the AC emergency operation, connection to the respective “LAN” and function tests.

**MAINTENANCE**

Thanks to our regular checks, you can rely completely on your emergency lighting system when you need it. You decide which of our maintenance services you would like to use. We create a tailor-made package for you. You can also rest assured that all the legal aspects are covered.
Our services are impressively transparent. From our portfolio, you can choose the exact areas in which you need our help. We offer modular service packages. Making things as easy and manageable as possible for you.
Your lighting solution should provide you with the best possible service for many years to come. Our offer is based on three basic pillars: a general service level agreement, an annual inspection of your lighting infrastructure and extra services as an add-on.

01 SERVICE LEVEL AGREEMENT
You determine the scope of service you require yourself. We guarantee you the availability and response time for these services. If you need us, we are at your disposal 24 hours a day, 365 days a year.

02 ANNUAL INSPECTION / MAINTENANCE
Our annual maintenance service checks your lighting and your systems to ensure they are working properly in order to extend the life time of the lighting solution.

03 EXTRA SERVICES
In addition to your service level agreement and annual inspection, you can order extra services if required. You only pay for remote or on-site support if you actually use the relevant services. No vague packages with incomprehensible contents. Complete transparency!
CUSTOMISE YOUR PACKAGE

OUR SERVICE MENU. YOUR CHOICE.

COMPREHENSIVE EXPERT ADVICE

Based on your requirements and with the help of our team of experts, we develop the best individual solution for you. And we won’t make things difficult for you. We’re part of the Zumtobel Group, with its extensive product portfolio. But if we feel that a product from another manufacturer is better for you, we will integrate it into the solution, too.

WE ARE ALWAYS THERE FOR YOU.

Depending on the service options you’ve chosen, our staff will support you remotely 24 hours a day, 365 days a year. Or we can send out employees who can assist you on site. We can reach almost anywhere in the world within three days, and can often even get to you within 24 hours.

DURABLE LIGHT

Obviously, we use the latest lighting technology. But we also guarantee the sustainability of our solutions. Necessary spare parts are already defined during product and project development and kept available for as long as possible.

GUARANTEE EXTENSION

The voluntary extension of the guarantee to five years applies to our entire lighting system, demonstrating our pioneering role in innovation, design and quality. Your guarantee claim is also supported by project-related guarantee extensions beyond the 5-year limit. You determine the guarantee period and we put together the package!

REPAIR SERVICE

Our international service network oversees all the technical services you may need. This allows us to ensure optimal management throughout the entire life cycle of your lighting.

ZUMTOBEL SERVICES
The right lighting can make any good workplace a great one for your employees. Increase your employees’ concentration, reduce errors and create an environment in which they enjoy working.
Our job is to “translate” the latest technological developments into a language that everyone can understand. That’s why we also offer training for our customers. This helps give everyone the confidence to carry out more minor system activities themselves or to learn something about maintaining or operating the whole system, for example.

**FULL-SERVICE TRAINING**

*WE DISCUSS ALL TOPICS WITHIN THE CONTEXT OF A LIGHTING PROJECT.*

Adapted to your requirements, we offer various training formats: from a quick overview to in-depth courses, from self-learning to structured tuition on our e-learning platform, and from practical training in our training centre to on-site training.

**TARGET GROUPS**

Our training sessions are specially designed for planners, electricians, commissioning technicians, systems integrators, maintenance personnel and building managers – and, of course, the users of the building.
OUR CUSTOMERS ARE PARTNERS

Our wide range of training opportunities will help you become experts in all things lighting.

The increasing complexity of technology and digitalisation can make it challenging to stay up to date. In our training for partners and customers, you receive targeted insights into the issues you’ll encounter during a lighting project. Our aim is to increase your technical understanding and thus enable you to help yourself. That’s why we offer a wide range of training opportunities. Simply put: we make you the experts.
THE RIGHT LIGHT
RELIABLE

DAYLIGHT- AND PRESENCE-DEPENDENT.

RETAIL:
PORSCHE CENTRE
COMO, ITALY

Only as much light as needed – with a lighting control system that reacts to daylight and presence! The Porsche Centre in Como is around 3 700 square metres of paradise for fans of the famous sports car. The lighting solution also plays a major role in this. Zumtobel luminaires with tunableWhite technology ensuring customised lighting – adapted to the respective vehicle model.
Leasing instead of purchasing – lighting without financial strain and with a turnkey lighting solution. The ST Extruded Products Group (STEP-G) has had all the lighting at its factory in Bitterfeld replaced, taking advantage of a very special service in doing so. Thanks to Zumtobel’s financing services and a complete service package, the world-leading manufacturer of extruded aluminium profiles now has a coordinated lighting solution – without the need to invest in new equipment or spend lots of money. The project ran smoothly for the customer, implementation was quick and in some cases was even possible during ongoing operation, without production downtimes.
AN ALL-ROUND SERVICE PACKAGE

Clear and self-explanatory.

Office: St Martin Tower Frankfurt, Germany

While it was business as usual for customers, we oversaw the installation of an ultra-modern lighting solution in their offices. A comprehensive service package enabled implementation of the entire lighting project for multiple tenants in the St Martin Tower in Frankfurt, Germany. In addition to all project coordination and implementation activities, we and the building manager also tackled a new IoT project at the same time, installing presence sensors in eight conference rooms. Together with the cloud, our luminaires and a lighting control system form an intelligently connected system that allows space data to be collected, displayed on a dashboard and analysed.
Oslo Airport is using an intelligent lighting control system for the lighting in its new Terminal 2. LITENET creates the optimal combination of artificial light and daylight in the terminal, by adapting the light colour and intensity of the lighting to the prevailing daylight conditions. Visitors enjoy optimal visual comfort. And the solution saves valuable energy. Right from the project design phase, Zumtobel Service experts supported the project managers in the complex emergency lighting, system and electrics project design. A maintenance contract ensures that the airport’s emergency lighting system always functions perfectly. The expansion of Oslo Airport was one of the lighting industry’s biggest projects in 2017. Zumtobel connected 21,200 luminaires and installed a record number of 32 eBox devices!
THE LIGHT