

Your light in a world of change.

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

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. 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.

MAINTENANCE platinum

Art.no. 22 068 063

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

Art.no. 22 068 062

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

Art.no. 22 068 061

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

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

• Indicates that the service is included in the agreement limited by its scope

a) A visit is limited by a day. Some incidents might require multiple visits or hours. Incidents work scope is limited to troubleshooting technical issues. Some incidents can not be serviced via phone- or remote support.

b) Hardware, installation, commission and data communication line of a remote access connection are offered at an additional charge. The client must nominate a person from ist own staff or sub-contractor in the course of remote maintenance.

c) The full workload of an annual maintenance can be splitted over a number of visits.

d) The audit consists of 1 day quick scan of the lighting system with respect to energy efficiency, light quality, norms, standards, regulations. A report will be provided after the visit with suggestions how to optimize the performance of your system.

If required and agreed with the client any defects that can be repaired on-site may take place at the privileged tariff as stated in this agreement. It is the clients responsibility to ensure that any maintenance or repair work does not violate the installers or other 3rd party warranty and guarantee conditions. Any hardware costs are not included in the offer and will be charged seperately. Work outside of Zumtobel Service Office hours will be charged at 150% during weekends and 200% during public or collective holidays agreed in collective workers agreements.

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Scope of Zumtobel Services

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.

MAINTENANCE	platinum	gold	silver
Reactive ^a			
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 ^{b,c}	•	•	•
Troubleshooting remote access software and hardware ^d	•	•	•
Preventive ^a			
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	•		

• Indicates that the scope of services included in the agreement

Troubleshooting = Diagnosing of problems and immediate remedy when possible

a) Services are rendered only for Zumtobel branded light management & emergency lighting controls & systems. Services are rendered if incidents cannot be resolved via remote access or phone support.

b) All parts replaced under guaranty are replaced at no cost. Any parts replaced not covered by guaranty, will be charged.

c) If parts are available on site and re-commissioning of parts does not violate 3rd party warranty

d) Only when remote access is available