

Premium Support Services

Achieve a more productive work environment with confidence



5M

Sensors installed

Up to **90%**

Lighting energy savings

1000+

Customer installations

60

Countries

2M

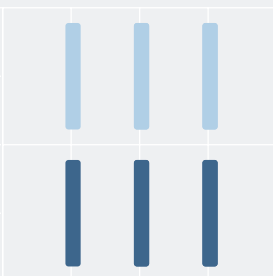
Tons of total CO₂ reduction

Enlighted Premium Support services help you realize maximum value from your Enlighted system, with dedicated professional expertise and a level of responsiveness to meet your organization's needs.

Tiered support meets precise needs

Structured with three tiered levels, Enlighted Premium Support offers a wide range of valued services designed to ensure optimum operating efficiency.

Depending on business requirements, elect from offerings such as custom workshops, configuration tuning and training, conducted by industry experts. Options for energy tuning and analysis ensures maximum energy efficiency. Select exactly the support level aligned with the operating profile of each facility.



Benefits

- Improve efficiency and realize productivity gains in your work environment with training, managed updates, security improvements, and new feature releases.
- Reduce system downtime with continuous support during or after normal business hours.
- Optimize occupant productivity and comfort with expert assistance.
- Improve energy efficiency and savings with experienced profile tuning.

Premium support options

Choose from three tiers of support service to meet your facility's specific needs, based on its location and use.

Three support tiers – Essential, Priority, and Priority 24/7 – lets you select the package that most effectively meets your organization's needs.

Essential

Support for offices and workplaces with Monday-Friday, 9-5 support for lighting that is operational, efficient, and tuned for occupant comfort and productivity.

Appropriate for:

- Facilities operating with weekday, business hours only
- Non-business critical spaces
- Example: Limited-use office locations, warehouses and, storage spaces

Priority

Meet expanded needs during longer business days with 24-hour support from Monday-Friday. Annual energy review with your Enlighted solution engineer ensures optimal business performance and maximum efficiency.

Appropriate for:

- Facilities with weekday use only
- Need for high energy efficiency and reduced costs
- Minimal or non-critical weekend use
- Example: Office buildings with limited weekend access

Priority 24/7

Support global enterprises where ongoing operations rely on 24/7 data and critical business functionality. Ideal for smart building owners using third-party applications via APIs and hardware integrations via BACnet®. A comprehensive annual energy workshop ensures maximum energy performance.

Appropriate for:

- Business critical facilities with continuous high availability needs
- Buildings with high energy efficiency and reduced costs needs
- Example: High-use office facilities (always available), high-utilization manufacturing sites, medical facilities, education

Flexible support options

Enlighted Premium Support services provide experienced professionals devoted to achieving building-wide functionality through responsive support. Gain optimized real estate functionality and operational efficiencies through data-supported system health reports and lighting-enabled energy savings.

	Essential	Priority	Priority 24/7
Technical Support	9 hrs x 5 days phone, email chat	24 hrs x 5 days phone, email chat	24 hrs x 7 days phone, email chat
Remote Response Time	2 hrs	2 hrs	2 hrs
Named Customer Solution Engineer	Not Included	Yes, remote	Yes, remote
Emergency Visit (FS)	Not Included	1 x visit per site annually Discounted expedite fees (For US based customers only)*	1 x visit per site annually No expedite fees (For US based customers only)*
Embedded Software Upgrades	Technical assistance upon request	Proactive updates to latest firmware every quarter	Proactive updates to latest firmware every quarter
Network/System Health	Gateway connection annual check	Semi-annual check of all Enlighted devices	Semi-annual check of all Enlighted devices
Energy Savings Opportunities	Not Included	Annual energy savings workshop	Annual energy savings workshop
Tuning (Light Levels, Motion Sensitivity, Daylight Harvesting)	On-demand remote occupant ticket resolution	On-demand remote occupant ticket resolution annual review	On-demand remote occupant ticket resolution quarterly review
Training and Continuing Education	Quarterly training webinar	Remote proactive training 1 x per year, per site	Remote proactive training 1 x per year, per site
BACnet®	BACnet knowledge base support	Remote BACnet support	Remote BACnet support
APIs	API knowledge base support	Remote API support	Remote API support

* For customers based outside the US, emergency visits would have to be provided by certified vendors.

Each tier includes all offerings from previous tiers.

Support services – additional details



System Health Assessment

Customer Solutions experts remotely access your system through Enlighted Manage to create a semi-annual assessment report of network device health that identifies and documents:

- Quantity and percentage of up/down devices
- Outdated firmware such as gateways, sensors, and plug-loads
- Suboptimal wireless configurations and dated or out-of-warranty hardware
- Battery replacement needs and Manage capacity concerns

Resolve issues quickly and proactively with detailed advice and guidance from experienced personnel with hundreds of installations.

The Essential tier accesses this through the Gateway only, while Priority and Priority 24/7 receives this assessment annually.



Energy Savings Opportunities

Customer Solutions experts will conduct an annual workshop to train your teams to drive energy savings initiatives throughout your covered portfolio, including how to:

- Understand sensor profile parameters, best practices, and common mistakes
- Optimize task tuning, motion grouping, and occupancy detection
- Tune daylight harvesting and daylight groups
- Create standard profile templates for common area types
- Set fixture baselines
- Read and understand energy graphs, consumption and savings data, and CSVs
- Optimize advanced energy saving capabilities such as Automated Demand Response and integrations with Siemens or third-party Building Automation Systems via BACnet or APIs
- Create and interpret reports to track the impact of savings suggestions

The Priority and Priority 24/7 tiers receive this in a workshop format annually.



Occupant Comfort Tuning

Our service helps you enhance occupant comfort and productivity by helping address occupant tickets. Your specialist can suggest optimal control adjustments, including edits to applicable lighting profiles, motion sensitivity, and daylight harvesting calibrations.

The Priority and Priority 24/7 receive this service once a year.