

Lumenpulse Onsite Services Guide (ONSS)

This guide describes the various Onsite Services (ONSS) provided by Lumenpulse, and offers information on how to best request these services. In order to allow for a smooth and successful visit/installation, please be sure to read the entire guide and to follow its recommendations.

Description of Services offered by Lumenpulse.

Your quotation or order may contain one or several of the offered services listed below. Please contact your Inside Sales representative for any required clarification

Pre-Wire Visit

A Lumenpulse Field Service Technician will meet onsite with the electrical contractors to review the installation details, review best practices and discuss project specific challenges. This will occur before the installation, enabling contractors to prepare and make changes ahead of time, in the presence of a Lumenpulse product expert.

Onsite Commissioning

A Lumenpulse Field Service Technician works onsite, after fixture installation is completed. The project is reviewed and checked for proper wiring, installation and system functionality as a whole. Any problems are addressed and resolved with the onsite contractors. If fixture addressing is required, the Lumenpulse technician will perform this task in accordance with the intended lighting design.

Onsite Programming

Lumenpulse technicians will map out the fixture locations and addresses within the lighting control software. Lighting effects and shows are programmed according to a pre-defined script. These are typically provided by the lighting designer or end-user. These shows are tested and finalized for final approval by the project's ownership.

Training

Lumenpulse technicians provide training for system users and the system maintenance team. The details of the technology are covered from a maintenance and troubleshooting point of view. The courses cover the lighting control system and its core functionality, with a focus on how to edit existing lighting effects and create new ones.

Offsite Show Programming

Lumenpulse also offers in-house programming services for all DMX512-controlled projects. A Lumenpulse technician will consult with the client to determine a lighting script, and create a lighting show based on this design. All files will be provided digitally to be uploaded to the onsite show controllers.

ONSS Visit Request Form

Project Name _____

Agency _____

Requested By _____

Phone Number _____ Email _____

Onsite Information:

Street Address _____

City _____ State/Province _____ Zip/Postal Code _____

Contractor _____

Contact _____

Phone Number _____ Email _____

Site accessible hours _____

- Special Requirements
- Hard Hat
 - Safety Vest
 - Steel Toed Boots
 - Safety Glasses
 - Training _____
 - Other _____

Requested Onsite Dates

Please Allow a Minimum of Two Weeks Lead Time.

Preferred Start Date _____

If Preferred start date not available, alternate dates _____

End User Contact Information

Person responsible for signing off on system

Name _____

Company _____

Phone Number _____ Email _____

Signature _____ Date _____

For Projects within North & South America please return this completed and signed to: ONSS@LUMENPULSE.COM
For Projects outside of North & South America please return this completed and signed to: ONSS-INT@LUMENPULSE.COM

Lumenpulse Commissioning Contractor Checklist

The following conditions must be met before commissioning can be performed. Please use the checklist below as a guide.

These items **must be completed** before the Lumenpulse ONSS technician arrives:

General:

- All fixtures installed and tested with power
- All control devices installed and terminated
Lumentouch, Lumentranslator, CBX, etc.
- System tested for proper basic operation via front end controller
Wall dimmer, Lighting Playback Controller, etc.
- As-built drawings have been submitted and include fixture locations and types, any and all applicable serial numbers based upon fixture location.

DMX/RDM Systems:

- All serial # locations have been recorded and sent to Lumenpulse with the Visit Request Form (VRF)
- System operation confirmed using test button in CBX

Programming note

If specific scenes are desired, outside of Lumenpulse’s pre-loaded show file, please provide a list of colors and time triggers

Scene #	Description	Duration	Timeclock Dates

Signature _____ Date _____

****** By submitting this document you acknowledge that all information within this document has been reviewed. That all information has been submitted as requested and that all jobsite conditions are completed in the Contractor Checklist.

Onsite Services

ONSS Commissioning/Programming Services Notes & Disclaimers

- All Onsite Services are an estimation of time based upon the provided Bill of Material. If the commissioning/programming services of the site visit are not completed in the estimated timeframe, additional time will be quoted to complete the commissioning process.
- Please allow an estimated two-week lead time to schedule a Field Service Technician, following the submission of an ONSS Visit Request Form and the completed Contractor Checklist to a Lumenpulse Inside Sales Representative. If services are required earlier than the two-week period allows, additional charges may apply.
- One day of service equates to nine consecutive hours within the hours of 7am - Midnight. Work to be performed between Midnight and 7am will be quoted upon request.
- All terminations are provided by others.
- Location-specific documentation of product serial numbers is to be provided by the installing contractor. Failure to provide this before the Field Service Technician's arrival may result in additional time onsite, which will be billed accordingly.
- If the project installation is not completed by the scheduled start date of the Field Service Technician, additional days of service may be required, and billed additionally. If the condition of your project requires the Field Service Technician to return on a separate trip, these will be quoted as First Day Plus Additional Days, as required by the project.
- If the installation is not completed by the arrival of the Field Service Technician, and additional days are requested, we will do our best to extend the visit; however, this is not guaranteed and a return trip may be scheduled.
- Return Trips are quoted as First Day Plus Additional Days.

ONSS Technical Support Services Notes & Disclaimers

- Onsite Technical Support is not intended for commissioning and programmatic services. Onsite Technical Support is intended for field project coordination and assistance in successfully installing Lumenpulse products.