



We make controls
easy

LIGHTING CONTROL SYSTEMS SERVICE PLANS

Service Level Agreements make it easy for facility managers and owners to maintain their investment after initial startup is complete. SSI offers proactive onsite diagnostics, configuration changes, training, software updates/patches, and typical maintenance for lighting control systems.

- Services are budgeted and pre-paid, with coverage options for planned and unplanned visits
- Maintain, optimize, and protect the facility's investment
- Mitigate risk with scheduled expert inspection of the full lighting system, including fixtures, sensors, and controllers
- Optimize energy savings as facility needs evolve
- Expedite part replacement with manufacturer warranty processing

***Schedule
a FREE
System
Optimization
today!***

SYSTEM. SUPPORT

CUSTOMIZABLE OPTIONS



Term Length

1, 2, or 3 years



Planned Days Onsite

up to 6 per year

(Includes preventative maintenance, onsite diagnostics, configuration changes, and software updates)



Unplanned Emergency Days Onsite

up to 4 per year



Onsite Training

up to 2 per year,
up to 4 hours each



Remote Access

diagnostics and programming adjustments
via a secure cellular connection



Response Time

first available*,
3 business days, or 24 hours

PRE-PACKAGED SERVICE PLANS

	Basic	Enhanced	Optimal	Remote Only
Planned Days Onsite	1	2	4	0
Onsite Training	1	1	2	0
Remote Programming	1	2	4	2
Unplanned Days Onsite	1	2	2	0
Response Time	First available*	3 business days	24 hours	First available*

**First available average wait time is 2 weeks*

ABOUT US

SSI was formed in 2008 to provide quality, factory-authorized service for lighting and control manufacturers. SSI has since expanded into one of the largest lighting control support companies in the Midwest. Our team comprises professionals with diverse experience in both architectural and entertainment lighting control.



Contact us for more information at **312-858-5250** or **services@system.support**