

Emad Hanna

From: Richard Barnett [redacted]
Sent: Friday, July 23, 2010 12:49 PM
To: Emad Hanna
Subject: RE: Quote for visit at #9 E. 71st Street

Emad the technician needs to come for 1 day to check 3 problems shut off of bed room stair case from the 3rd fl. hall not working , shut off of lights on the 4th fl corridor connected to a switch on the 2nd fl. and master bathroom lamp half switched circuit keeps tripping. They need to check programming and need to see if replacement boards are still available due to age of system. Lutron will give proposal on parts and labor after inspection or trouble shoot.

Subject: RE: Quote for visit at #9 E. 71st Street
Date: Thu, 22 Jul 2010 23:06:29 -0400
From: [redacted]
To: [redacted]

Rich,

Can you give me a brief summary as what they will come in to do and how many days so we can figure out the cost?

From: Richard Barnett [mailto:[redacted]]
Sent: Thursday, July 22, 2010 3:33 PM
To: Emad Hanna
Subject: FW: Quote for visit at #9 E. 71st Street

Hi Emad I need approval to bring lutron in to check system problems. Rich

From: dkirkpatrick@[redacted]
To: [redacted]
Date: Thu, 22 Jul 2010 14:38:04 -0400
Subject: Quote for visit at #9 E. 71st Street

Attached is the quote you requested.

Thanks,
Debbie



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Hiring a Local Contractor to Work with Technical Support

The solution for the customer who doesn't have technical staff is to hire a local electrical contractor to work onsite with telephone support from Lutron. Our team can walk them through the problem and connect them to the Services Company Parts Department for any replacement parts that may be needed to complete the repair. Our toll-free technical support hotline is available 24 hours a day, 7 days a week, and is provided at no charge to the contractor. You will be charged for any replacement parts that are required. The number for technical support is 800-523-

Option 2: Hire

A cost-effective solution is to hire a local contractor to work onsite with telephone support from Lutron. Our team can walk them through the diagnosis of the problem and connect them to the Services Company Parts Department for any replacement parts that may be needed to complete the repair. Our toll-free technical support hotline is available 24 hours a day, 7 days a week, and is provided at no charge to the contractor. You will be charged for any replacement parts that are required. The number for technical support is 800-523-9466.

On-site Service - First Available

If you do not have any qualified personnel on your staff to perform the diagnosis and repairs or if you prefer to have Lutron perform it, our "first available" on-site service is the most economical on-site solution. We will schedule the first available service technician to visit your site during normal business hours. Typically, this will be within two weeks of the service request, but can be longer if demand is high. To schedule this type of service visit, please call our Field Service Scheduling Department (800-523-9466, option "6"). The pricing for this type of service is shown below. **The price of a service visit includes: all travel expenses (airfare, hotel, meals, etc), travel time, and the first replacement parts.**

Option 3a: Call

Should you not have any qualified personnel on your staff to perform the diagnosis and repairs or if you prefer to have Lutron perform it, our "first available" on-site service is the most economical on-site solution. We will schedule the first available service technician to visit your site during normal business hours. Typically, this will be within two weeks of the service request, but can be longer if demand is high. To schedule this type of service visit, please call our Field Service Scheduling Department (800-523-9466, option "6"). The pricing for this type of service is shown below. **The price of a service visit includes: all travel expenses (airfare, hotel, meals, etc), travel time, and the first replacement parts.**

Pricing for Onsite Service - First Available

Duration	Price	Important Notes
Full day	\$1,600	Travel costs within the continental U.S. are included (outside of continental U.S., additional charges may apply).
1/2 day	\$1,140	Half day rates are available for jobs that our technician can drive to. Full day rates apply if there is air travel required.
Additional <i>consecutive</i> days will be billed at \$1,000 per day		

Option 3b: Onsite Service - Expedited

If First Available service does not meet your needs, we offer both a 72-hour and a 24-hour response time. The price for this service level is much higher because we incur much higher expenses. To schedule this type of service visit, please call our Field Service Scheduling Department. (800-523-9466, option "6"). Please request a price quote from the Scheduler.

Full Parts and Labor Maintenance Agreements

Lutron offers a complete range of maintenance agreements to meet the needs of virtually every customer. Payment plans include monthly, quarterly, or annual payments. Basic plans give full parts and labor coverage. Other plans offer guaranteed response times and annual preventive maintenance and re-training visits. If you are interested in getting a plan for your system, tell the Scheduler when you call for your Onsite Service visit. We can perform the pre-agreement inspection during your service visit and initiate coverage immediately thereafter.

System Upgrades/Replacements

If your system no longer meets your needs or has reached the end of its service life, we can help you determine what upgrade options exist. If necessary, we will review all of our current product lines with you and develop a plan to replace the entire system. Call Glen Kruse (610-282-7274) or Mike Ratushny (610-282-7561) for assistance.

Payment for Parts or Services

We will need to secure payment in the form of a Credit Card or Purchase Order (from a Lutron Distributor) before the request can be processed. If you need assistance locating a Distributor in your area, please contact me. We can also accept a company check, provided that we receive it before the service is performed.

If you have any questions about any of these options, please call me.

Regards,

Debra Kirkpatrick
 Lutron Services Co., Inc.
 Dkirkpatrick@
 610-282-7725 (phone)
 610-282-0298 (fax)

We make every effort to have replacement parts in stock. However, for custom products and older generation systems, parts may not be immediately available. This may cause a delay in the repair of the system after the diagnosis is complete. We will make every effort to minimize this delay.

Prices quoted are for work performed during normal business hours. Should you require that the work be performed after normal business hours or on a weekend or holiday, higher rates will apply. Please request a