

## LSC-SMA-SP Software Maintenance Agreement

Designed for new and existing Quantum customers, Lutron will perform compatibility testing for new Microsoft® patches and the version of Quantum installed at the customer site. Should a conflict be identified between new Microsoft® patches and the Quantum version, Lutron will issue a new Quantum patch so the customer does not experience a disruption in service.

### Service Delivery

- When the End User reports an issue via the contact info listed under Customer Assistance, Lutron Services Company (LSC) will make arrangements for installation of any applicable patch for their Quantum software.
- Installation may be done remotely if remote access of the Quantum software is available. If remote access is not available, or at End User's option, LSC will install the patch on-site at the End User's facility.

### Additional Information

- Annual subscription: multiple years of coverage may be purchased simultaneously. Check the Lutron Bill of Material to determine the number of years purchased. Additional years of coverage may be purchased at any time.
- Available for any version of Quantum Software utilizing Q-Design and Q-Admin tools.
- Extends software warranty for the duration of the agreement.
- A Software Maintenance Agreement (SMA) also includes license version upgrades of the Quantum software (example: Quantum 3.1 to Quantum 3.2).  
Note: Version upgrades will frequently require on-site migration assistance by Lutron Services Company technicians and potentially additional hardware, which is not covered by the SMA.
- Toll-free e-mail and telephone-based support.

### Customer Assistance

Customer Assistance: 1.844.LUTRON1

To schedule a visit, contact Lutron Scheduling Representatives:

Phone: 1.844.LUTRON1, then menu option 4, then option 1 to reach scheduling

Email: LSCscheduling@lutron.com

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Microsoft is a registered trademark of the Microsoft Corporation.

<b>Job Name:</b>	<b>Model Numbers:</b>
<b>Job Number:</b>	