



SERVICE OFFERINGS



Save
Energy
With

Keilton
+ autani



Lighting Controls

It's easy with Keilton+autani. Quickly integrate lighting with advanced lighting controls that you can commission from a cell phone or tablet. Immediately see the results of your changes.



Management Appliance & Software

Measure, report, control, and optimize your energy use in a single building or across multiple facilities. Generate energy savings automatically year after year. Enhance the comfort and productivity of building occupants. That's the power of Autani.

One Platform, Complete Visibility

The Autani platform delivers a unified dashboard for your entire building automation ecosystem. Our solutions readily integrate with your existing infrastructure to provide:

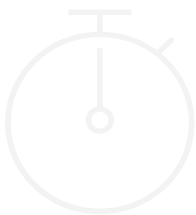
- Granular monitoring and control with standalone sensor solutions
- Local room-based systems for gateway-free control
- Networked building management systems
- Global enterprise-grade analytics across portfolios

This enables consolidated visibility and control for smarter, more efficient operations. Our scalable approach allows you to start small and seamlessly expand capabilities as needs grow.

Whether managing a single site or a global portfolio, the Autani platform empowers you with actionable insights to optimize comfort, occupancy, maintenance, and energy usage across your built environment. It is the foundation for unified, intelligent building and energy management.

Table of Contents

Insight	2
Value of Service	4
Project Stages	6
Service Offerings	8




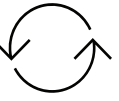
Value of Service

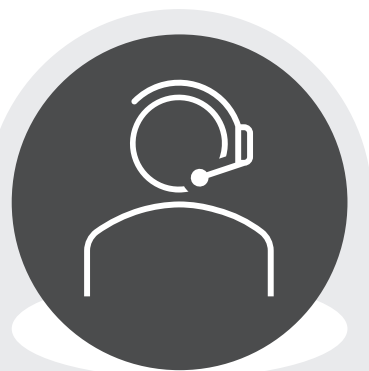
Modern control systems offer unprecedented versatility and capability, enhancing occupant productivity, reducing energy consumption, and lowering a building's carbon footprint. Our services maximize these benefits by ensuring timely project completion, preserving design intent for both new and existing buildings, and minimizing downtime throughout the building's lifecycle.

This brochure showcases a comprehensive range of services tailored to support and enhance Keilton+autani lighting control systems while accommodating your budget and schedule.

These services can also contribute to LEED certification and ensure compliance with evolving building and energy codes, including ASHRAE Standard 90.1-2010, IECC 2009, and California Title 24 Part 6.

Our service offerings include:

- **Startup Services** 
Designed to ensure newly installed Keilton+autani lighting control systems are operational on schedule and functioning as designed. Options are available for both new construction and retrofit projects.
- **End-User Services** 
Support offerings tailored to meet individual user and organizational needs, providing education, resources, and system reprogramming.
- **Maintenance and Support Services** 
We offer various warranty options, from 2-Year Limited Warranties to Enhanced Warranty coverage. Technology Support Plans and elective Maintenance Services can be customized to your unique system requirements, even post-installation.
- **System Replacement and Upgrade Services** 
Our team is committed to product innovation, supporting your lighting system goals when upgrading existing technology. Whether you're updating your system or replacing switches, an Autani Replacement System Specialist is ready to assist.



Project Stages

Engage Keilton+autani Services at the Right Time

There are critical stages to every controls project. Plan to determine when a specific service should be ordered to support a successful project implementation. Ensure the appropriate services are selected to meet your project goals.

The listing below shows the phases of a typical lighting controls project as well as the services that can be provided in each phase.

Planning and Design

- All Startup Services
- End-User Services
 - Remote End-User Training
 - On-site End-User Training



Construction Stage

- Startup Services
 - Remote Kickoff
 - On-site Kickoff
- All End-User Services



Operation and Maintenance

- All End-User Services
- All Maintenance and Support Services



Renovation and Retrofit

- Startup Services
 - Audit – On-site Performance Verification Support
 - Remote System Tuning
 - On-site System Tuning
- All End-User Services
- All Maintenance and Support Services
- All System Replacement and Upgrade Services



Service Offerings

Available services for Keilton+autani lighting control systems.

Service Category: Startup Services

Service	UOM	Description	SKU
Sensor Design and Layout	per 100 devices	A Keilton+autani design expert creates a sensor layout tailored to your floorplan to ensure perfect coverage.	AU-SVC-DESIGN-100DEV
Remote Kickoff	per half day	Conference call and screenshare to ensure all parties are aware of the installation steps and prerequisites, as well as, provide time for questions and concerns from all stakeholders.	AU-SVC-REMOTE-4H*
On-site Network Consultation	per day	In-person site visit from Keilton+autani IT professional to assist with Local Area Network connection.	AU-SVC-ONS-NWK-8H
On-site Kickoff	per day	In-person meeting to ensure all parties are aware of the installation steps and prerequisites, as well as, provide time for questions and concerns from all stakeholders. Additionally, this facilitates a more hands-on kick off that may include a site walkthrough to ensure all potential issues are addressed.	AU-SVC-ONS-KICKOFF-8H*
On-site Post-Installation Verification	per gateway	In-person installation and wire inspection by Keilton+autani technician to confirm proper installation of devices and certify that the site is ready to proceed with commissioning and programming of system.	AU-SVC-ONS-POSTINST-GTWY
On-site Full-Scope Startup	per 200 devices	Complete turnkey commissioning and programming of system, including pre-wire kickoff and post-wire installation verification.	AU-SVC-ONS-FULL-GTWY
Audit - On-site Performance Verification Support	per day	In-person visit from a Keilton+autani system engineer to assist in system audit for certification (title 24, LEED, etc.).	AU-SVC-ONS-AUDIT-8H
System Operation Documentation	per gateway	System performance documentation to be supplied including full system device inventory, configured state, and operational status.	AU-SVC-ONS-SOD-GTWY

* NOTE: a kickoff call is required for all installations.

** NOTE: an on-site representative is needed for all remote services. This representative will need access to the k+a app as well as the QR code for all zones being addressed.

Service Category: End-User Services

Service	UOM	Description	SKU
On-site End-User Training	per day	In-person end-user system training.	AU-TRAIN-ONS-8H
Remote End-User Training	per halfday	Webinar based end-user training.	AU-TRAIN-REM-4H
On-site System Tuning	per day	Sensor and timeout tweaking by a Keilton+autani technician to ensure quality baseline settings.	AU-SVC-ONS-TUNE-DAY
Remote System Tuning	per gateway	Review and refinement of settings over the phone with a certified Keilton+autani system engineer.	AU-SVC-REMOTE-TUNE-4H

Service Category: Maintenance and Support Services

Service	UOM	Description	SKU
Basic Support	per gateway per year	Access to support portal, first available response time, diagnostic labor. Note: All support offerings require On-site Post-Installation Verification.	AU-SUP-L1-GTWY
Economy Support	per gateway per year	Access to support portal, 72 hour response time excluding holiday, diagnostic labor. Note: All support offerings require On-site Post-Installation Verification.	AU-SUP-L2-GTWY
Premier Support	per gateway per year	Access to support portal, 48 hour response time excluding holiday, diagnostic labor. Note: All support offerings require On-site Post-Installation Verification.	AU-SUP-L3-GTWY
Per Incident Triage	per incident	Unscheduled support assistance for triaging a single issue.	AU-SUP-PER-INC-TRIAGE

Service Category: System Replacement and Upgrade Services

Service	UOM	Description	SKU
Database Restoration Service	per gateway	Professional system restore by a member of Autani Support.	A10-01-1006-01
Replacement Autani Manager	per gateway	Autani Energy Manager with flexible mounting options and EnergyCenter® Enterprise Software.	A13-01-2020-04

Additional Support

Here is what you
need to know



For additional support and questions,
please contact us at:

+1 443.320.2233

7090 Columbia Gateway Drive, Suite 140
Columbia, MD 21046



General Inquiries
information@autani.com



Support
support@autani.com



Applications
applications@autani.com



Quotes
quotes@autani.com

Please visit us online for additional support



Autani Support Center
<https://autani.zendesk.com/hc/en-us>



Online tools and calculators
www.autani.com/calculators



Specifications
www.autani.com/building-specs/

LiteTrace

7090 Columbia Gateway Drive, Suite 140

Columbia, MD 21046

+1 443-320-2233

sales@litetrace.com

www.litetrace.com

www.autani.com

Keilton
+ autani

 **utani**
building controls