

Synapse Professional Services

Synapse System Startup and Commissioning Service

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Product Description

Synapse Professional Services takes the worry and guess-work out of system startup and commissioning. Choose from a variety of services to suit the needs of the project including Remote Startup, Smart Hands Startup, and Premium On-Site Startup. Whatever your choice, rest assured that high quality service is being delivered by a Synapse expert.

Performance Summary

Remote, Smart Hands, and Premium On-Site Startup options

High-Quality Service from a Synapse Expert

Limited Warranty*: Contact Synapse Wireless for warranty details

Remote System Startup

PROJECT REQUIREMENTS

- Remote Access must be provided to Synapse

PROJECT RECOMMENDATIONS

- Applications with no more than 1000 devices (controllers + sensors) and no more than 2 gateways.

SCOPE

- Project Management for lighting controls system installation and commissioning.
- Remote commissioning of controllers and sensors, creating schedules and zones, creating site map
- Limited Remote System Validation to be performed by Synapse. For extended validation, the customer will provide a resource during the validation to work with Synapse remotely and report visual inspection results. Motion Sensor Validation may be limited due to the inability to control motion in the area of the fixtures.
- Remote end user training

CUSTOMER RESPONSIBILITIES

- MAC Address Tracking Worksheet
- Other project vendors/electricians made available to resolve hardware installation issues.
- System Validation Resource.

SUPPORT

- Remote support of the lighting controls system provided for the duration of the Synapse hardware warranty.

Ordering Information

Remote System Startup

REMOTE-BASE

base fee for remote commissioning service (includes 150 devices)

SER-REMOTEDDEV-1

remote commissioning for each additional device

Note: Pre-Commissioning Form must be submitted with order

Smart Hands System Startup

PROJECT REQUIREMENTS

- Remote Access must be provided to Synapse

PROJECT RECOMMENDATIONS

- Applications with no more than 1000 devices (controllers + sensors) and no more than 2 gateways.

SCOPE

- Project Management for the lighting controls system installation and commissioning.
- Remote commissioning of controllers and sensors, creating schedules and zones, creating site map
- On-site System Validation to be performed by Synapse "Smart Hands" commissioning agent. Motion Sensor Validation may be limited due to the inability to control motion in the area of the fixtures.
- Remote end user training

CUSTOMER RESPONSIBILITIES

- MAC Address Tracking Worksheet
- Other project vendors/electricians made available to resolve hardware installation issues.

SUPPORT

- Remote support of the lighting controls system provided for the duration of the Synapse hardware warranty.

Ordering Information

Smart Hands System Startup

SMART-BASE

Base fee for smart hands agent

REMOTE-BASE

Base fee for remote commissioning service (includes 150 devices)

SER-REMOTEDDEV-1

Remote commissioning for each additional device

Note: Pre-Commissioning Form must be submitted with order



Premium System Startup

PROJECT REQUIREMENTS

- Remote Access must be provided to Synapse
- Will need to account for each additional gateway (GLP-SER-FS3-AH)

PROJECT RECOMMENDATIONS

- Single or Multi Gateway applications with at least 300 devices (controllers + sensors).

SCOPE

- Project Management for lighting controls system installation and commissioning.
- Commissioning of controllers and sensors, creating schedules and zones, creating site map
- Commissioning of Daylight Zones and setup of continuous dimming levels in accordance with the local energy code requirements provided by the customer.
- Setup of BMS gateway to communicate with customer’s building automation system.
- On-site System Validation Testing to be performed by Synapse Application Engineers. Motion Sensor Validation may be limited due to the inability to control motion in the area of the fixtures.
- On-site end user training if customer is available. Otherwise remote training will be scheduled.

CUSTOMER RESPONSIBILITIES

- MAC Address Tracking Worksheet
- Other project vendors/electricians made available to resolve hardware installation issues.

SUPPORT

- Remote support of the lighting controls system provided for the duration of the Synapse hardware warranty.

Ordering Information	
Remote System Startup	
PREMIUM-BASE Base fee for Premium Commissioning service	SER-ONSITEDEV-4 Commissioning per device for device numbers (1001 – 1500)
SER-ONSITEDEV-1 Commissioning per device for device numbers (1 – 200)	SER-ONSITEDEV-5 Commissioning per device for device numbers (1501 -2500)
SER-ONSITEDEV-2 Commissioning per device for device numbers (201 – 500)	SER-ONSITEDEV-6 Commissioning per device for device numbers (2500 +)
SER-ONSITEDEV-3 Commissioning per device for device numbers (501-1000)	

Note: Pre-Commissioning Form must be submitted with order

Premium Restricted System Startup

PROJECT REQUIREMENTS

- No more than 500 devices (controllers + sensors)
- Will need to account for each additional gateway (GLP-SER-FS3-AH)

SCOPE

- Project Management for lighting controls system installation and commissioning.
- Commissioning of controllers and sensors, creating schedules and zones, creating site map
- Commissioning of Daylight Zones and setup of continuous dimming levels in accordance with the local energy code requirements provided by the customer.
- Setup of BMS gateway to communicate with customer’s building automation system.
- On-site System Validation Testing to be performed by Synapse Application Engineers. Motion Sensor Validation may be limited due to the inability to control motion in the area of the fixtures.
- On-site end user training if customer is available. Otherwise remote training will be scheduled.

CUSTOMER RESPONSIBILITIES

- MAC Address Tracking Worksheet
- Other project vendors/electricians made available to resolve hardware installation issues.

SUPPORT

- Limited remote support of the lighting controls system for the duration of the Synapse hardware warranty due to the lack of remote access.

Ordering Information
Smart Hands System Startup
RA-BASE Base fee for Restricted Access Commissioning service
SER-RADEV Restricted Access commissioning per device

Note: Pre-Commissioning Form must be submitted with order

Additional Service and Add-Ons

COMMISSIONING SERVICE ADD-ONS

- **SER-DLH:** Commissioning of each Daylight Harvesting sensor. One per sensor
- **SER-MACTRACK:** Charges to accommodate for missing mac addresses. One per 100 devices
- **GLP-SER-TRVEXT:** Synapse project outside the domestic US (lower 48)
- **GLP-SER-TRVEXPD:** Expedite fee (service requested within 2 weeks of start date)
- **GLP-SER-FS-EXTHR:** Service request outside of standard business hours. One per day
- **SER-VALREPORT:** Controller/fixture integration, validation, test report and CBS gateway
- **GLP-SER-FS3-AH:** Commissioning service to include additional SS450 and/or BMS Gateway. One per gateway
- **GLP-SER-TRV-CANCEL:** Reschedule or cancellation within 2 weeks of scheduled service start date)
- **Site Not Ready:** If the commissioning agent arrives on-site and the site is not ready for service, the customer will be billed for the base service (GLP).
- **SER-SYSVALID:** Testing dimming and motion functionality. One per gateway
- **SER-POWERDATA:** Custom generated power savings data report for rebate purposes. One per instance
- **SER-ILLUMINATE:** Commissioning for SimplySNAP Illuminate. One per device

REMOTE TROUBLESHOOTING SERVICES

- **SER-REMOTE2:** Remote technical troubleshooting/service for up to 2 hours
- **SER-REMOTE4:** Remote technical troubleshooting/service for up to 4 hours
 - Each session will allocate a Solutions Engineer to remotely access and provide troubleshooting assistance.
 - This service is eligible for purchase for the following:
 - Systems initially commissioned by Synapse
 - Systems initially commissioned by a third-party agent where the reseller will be directly involved in the support and troubleshooting. Synapse will provide direct supplemental support to the original commissioning agent and not the actual end user.
 - Remote services will require remote access. If the end customer doesn't have remote access, Synapse may be able to help provide temporary cellular access to the site controller.
- Remote services must be requested and purchased at least 2 business days in advance and will be scheduled based on the availability of Synapse Support.

SIMPLYSNAP CERTIFICATION TRAINING SERVICES

- **SER-TRAIN-0S1:** Customer site - 1st seat.
- **SER-TRAIN-0SADD:** Customer site - each additional seat.
- **SER-TRAIN-SYN1:** Synapse Corporate - 1st seat.
- **SER-TRAIN-SYNADD:** Synapse Corporate - each additional seat.

COMMISSIONING SCHEDULING GUIDELINES

- Synapse requires the electrical contractor that completed the lighting installation to be available during the commissioning process in the event any installation problems are identified that will require their assistance to resolve. If the resolution of these issues requires the SCSE to extend their trip beyond the scheduled end date, the customer will be responsible for these charges. If the SCSE is required to leave the site, the customer will be required to reschedule another site visit and will be responsible for the associated charges.

COMMISSIONING PROJECT MANAGEMENT GUIDELINES

- The purchaser of Synapse Services will provide a complete invoice list of components purchased by the customer and the expected delivery date to Synapse Project Management (SPM) within 2 weeks of the requested commissioning services.
- The purchaser of Synapse Services will notify the customer that Synapse will be managing their project and will provide contact information for the project stakeholders to SPM at the time of sale.
- SPM will manage the project, coordinate details, and logistics with the customer and the associated electrician who will perform the installation of the light fixtures and lighting control system.

POST COMMISSIONING SOFTWARE CONFIGURATION CHANGES

- Within 2 weeks of the completion of the commissioning project, Synapse will make modifications to the behaviors of the lighting controls system per the customer's request free of charge. This will not apply to adding new hardware to the existing system.

COMMISSIONING PROJECT MANAGEMENT GUIDELINES

- Standard business hours for on-site service: 8:00 – 5:00 local standard time
- Standard business hours for remote service: 8:00 – 5:00
- Projects are typically scheduled to complete during contiguous days of the same week. For projects that require the commissioning engineer to leave the site and return at a later date for completion, a new service quote will be generated.