



Your Trusted Partner

Current offers customers a wide variety of services, a wealth of field experience and the highest quality products. We are committed to the same level of quality when providing technical service and support.

Our technical services team is available to assist you from initial design and system startups to ongoing management and continuous improvement of your lighting control system.



Contact Us

Option 1 | Tech Support

Option 2 | Field Commissioning

Call (800) 888-8006 and select one of the options listed above

Tech Support Hours: 7:00am - 7:00pm EST, Monday - Friday

Quotes, Applications, Layouts and Submittal Requests: controls-Design@currentlighting.com

Technical Support (troubleshooting, specifications, programming): controls-tech@currentlighting.com

Field Service: controls-fieldservice@currentlighting.com



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On Site Services

Start-up Day (FS)

Current advanced network lighting systems are designed to be simple and scalable, however, it is important to make sure that your system is installed properly and working to your expectations. A Field Service Engineer (FSE) is available to come onsite to ensure proper system startup and configuration. The FSE will provide facilities staff with training that will equip them to handle any tweaks to the functionality of the systems or schedules without the need for expensive service calls.

Part Number	Description
FS1-CC	Start-up Day One*
FS2-CC	Additional Consecutive Start-up Days

- Updating system devices to the latest firmware
- Checking low voltage line connections
- Associating and addressing individual devices within the system
- Verify network connectivity and establishing IP addressing
- Verify wireless communications
- Software setup
- Confirm BMS and AV integration communications
- Confirm emergency functionality
- Establish lighting areas, zones and groups
- Program system to the Sequence of Operations:
 1. Set time clock schedule
 2. Set occupancy and vacancy
 3. Set daylight level
 4. Presets
 5. Switch level
 6. Color tuning level
 7. Button programming

The FSE will not wire, mount, install or connect any network lighting components.

**Start-Up days are required for Advanced Network Lighting Systems, NX and wiSCAPE*

After Hours Startup

We understand there is sometimes the need to commission projects outside of normal business hours. If you need us to work overnight or before the sun rises, we are here for you. If nights or weekends are required for a retrofit or renovation project, you can count on our support.

Part Number	Description
FSW-CC	Nights or Weekends Start-up Day One
FSW2-CC	Additional Consecutive Start-up Nights or Weekends





Training Day (FST)

Part Number	Description
FST-CC	Training Day One*
FST2-CC	Additional Consecutive Training Days
FSTH-CC	Additional Consecutive Training Half Day (4 hours)

Training can be customized to your needs, but will always cover functions and programming and how to make setting modifications. Other topics include:

- Explanation of how the provided sequence of operations works
- Schedules—walkthrough of how the zones/rooms are set up to operate on each day and at what time
- Walkthrough and explanation of devices and their functions:
 1. NXAC (Area Controller) functions
 2. Login and password
 3. Bridge and Room Controller overview
 4. SmartPORT function
 5. Radio Module functions
 6. Fixture Module function and location
 7. NXOS Occupancy Sensor functions
 8. NXDS Daylight Sensor functions
 9. How to control or configure relays, dimmers, switches and groups from the GUI
 10. NX switch functions-how to configure including active/inactive times
 11. How to create or change schedules including open and close times
 12. How to create or change presets
 13. UL 924 device functions
 14. LightHAWK switch functions
 15. Panels/Relays LEDs and manual relay
 16. HDI function
 17. IP address of the Area Controller

*Training days are required for Advanced Network Lighting Systems - NX and wiSCAPE

Pre-Wire/Construction Consultation (FSP)

Let us take the mystery out of Advanced Lighting Control System Installations. Site preparation should provide pre-installation guidance and answer any networking or integration questions before installation.

Part Number	Description
FSP-CC	Pre-Wire/Construction Visit, Day One
FSP2-CC	Additional Consecutive Site Adjustment Days

Pre-Wire/Construction Consultation includes:

- Review as-built and one-line drawings
- Help with sensor locations
- Answer wiring and networking questions
- Answer system connectivity and IT questions

The FSE will not be available to wire, mount, install, or connect any network lighting components.

Site Adjustment Day (FSS)

Once your Advanced Lighting Control System startup is complete and your system has been deployed for some time, we are available to revisit your site and modify the system for the lighting designer or end user to maximize each space for optimal productivity and employee satisfaction.

Part Number	Description
FSS-CC	Site Adjustment Visit, Day One
FSS2-CC	Additional Consecutive Site Adjustment Days

The Site Adjustment Day is the day that the FSE returns to the project site, after the start-up period, when the lighting designer or architect is ready to establish light levels, color tuning levels, preset scenes and allow any changes or adjustments required for user comfort. This can also be a day requested by the end user after occupancy trends are established.





BMS Integration Day (FSB)

In many cases, Advance Networked Lighting Systems are commissioned before the Building Management System (BMS) is available for integration. Without the BMS System available, our FSE will use a 3rd party BACnet(R) testing tool to certify proper BACnet communications from the networked lighting system. Even though the system can be tested for proper communication, as per the BACnet standard, multiple issues may appear to have non-interoperability. Our team of experts are available to advise and assist the BMS installer when they are on site for a smooth integration experience.

Part Number	Description
FSB-CC	BMS Integration Visit Day One
FSB2-CC	Additional Consecutive Site Adjustment Days

Field Service Engineers will assist the BMS installer with:

- Directing required communication parameters of speed and timing
- Setting naming convention of rooms or spaces based on site logic of the BMS programmer
- Device IDs can be changed from default address to range requested by the BMS programmer

Part Number	Description
FCA-CC	Commissioning Assistance, Day One
FCA2-CC	Additional Consecutive Commissioning Assistance Days
FSTHR-CC	Training Half Day (4 hours) remote session
FSCP-CC	CX Single Panel Phone Startup
C24-CC	Cancellation fee within 24 hours

Current

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