

Grow your business on every job with Lutron



2020 Residential Systems Provider Programme (RSP) For installers who purchase through distribution

Authorisation Agreement

Accreditation



Programme membership requires fully trained engineers on staff. Maintaining membership is achieved through delivering high-quality projects, ensuring training is current, and keeping a high degree of customer satisfaction.

Documentation



Programme members have exclusive access to programme logos for sales and marketing tools, Lutron branded merchandise, sales samples and trade-show demonstration products and collateral.

Verification



A listing on Lutron's Where to Buy website will enable potential customers to contact you for new projects, whilst allowing you to market your company as being a member of an official Lutron sales channel.

Recognition



Your programme membership number gives you access to Lutron's systems to check List pricing and product availability, track your orders and provide POD where required, and opportunities to partake of exclusive member-only offers.

Mentoring



Programme members have the opportunity to work with Lutron's sales team to support joint sales calls, CPD/Presentations and training. Annual business reviews will explore process improvement and Lutron sales opportunities.

Authorisation & Qualifications

Residential Systems Provider

Criteria:

- The company must employ personnel who will take ownership of system design, layout, installation and programming.
- The company must send the appropriate employee(s) to scheduled HomeWorks QS Qualification Courses, and attend local HomeWorks QS Roadshow training once a year thereafter. For Residential Window Systems Qualification, the company must send the appropriate employee(s) to the next scheduled Residential Window Systems Qualification Course.
- Will employ at least one HomeWorks QS and/or one Window Systems Qualified person at all times. If the qualified person leaves employment of the RSP another employee must attend the trainings within 3 months.
- Focus on creating new business opportunities.

Responsibilities:

- thoroughly document all projects from start to completion, including initial budget estimates, initial take-off and load schedules, control and engraving schedules, final pricing, equipment list, ordering and delivery information and project registration with Lutron.
- where applicable, act as coordinator for other electronic subsystems such as HVAC, security, audio, video, satellite, telephone, pool and spa control, motorised shutters and blinds, etc., in order to resolve any interfacing issues which may arise.
- successfully start up and programme Lutron products.
- identify and resolve any problems associated with either the installation or equipment, including but not limited to malfunctioning products, wiring errors, incorrect or conflicting aesthetic details, reprogramming, integration protocols, etc. Lutron's responsibility in helping to resolve any problems shall be limited to telephone technical support only, except in instances where the RSP has followed all published start-up and troubleshooting procedures and problems still persist.
- assume complete financial responsibility for ensuring that the Lutron equipment operates to the client's satisfaction, within the scope of the RSP client agreement.

In order to best serve the end user's needs and to provide distribution and services of high quality to the end users, Lutron has decided to distribute the Products (as defined below) in the United Kingdom ("**Territory**") only through selected high quality resellers who have agreed to comply with Lutron's standards with respect to quality and services and wish to participate in Lutron's selective distribution.

Lutron and the company therefore agree as follows:

1. Lutron hereby authorises the company to distribute "Homeworks QS and/or Sivoia QS and Sivoia QS Wireless" to end customers and to other resellers which Lutron has authorised as resellers of the Products in the Territory ("Authorised Resellers").
2. In order to ensure that the Products are distributed by the company in accordance with the product technology, the product's reputation and a high quality of services, the company shall be obliged at all times during the term of Company's Authorisation to comply with the requirements as set out above in the sections "Criteria", "Requirements" as well as in this section.
3. The company shall purchase the Products only from Lutron or from Authorised Resellers.
4. Within the Territory, sales of the Products may only be made to end customers or to other Authorised Resellers. Before selling to other resellers in the Territory, the company must first ensure that its customer is an Authorised Reseller.
5. During the Company's Authorisation the company is entitled and obliged to use the name "Authorised Lutron Residential Systems Provider" for the marketing of the Products and on its website. The company shall also establish and maintain in a prominent position on its website a link to Lutron's website.
6. The Company's Authorisation shall continue until terminated by one of the parties. The Company's Authorisation may be terminated by either party giving at least one calendar months' written notice to the other party. Lutron may terminate Company's Authorisation with immediate effect if (i) the company was in breach of or has not met any of the Criteria, (ii) (i) has sourced the Products from other sources than Lutron or Authorised Resellers, (iii) has sold the Products to other customers than end customers or Authorised Resellers, or is (iv) otherwise in breach of its obligations under this agreement. Lutron may in its sole discretion decide whether a warning will be sent prior to such immediate termination or not.

Pre-Application Criteria

Existing HomeWorks Integrators:

- Submit invoicing for at least one HomeWorks QS processor-based system purchased in the last 12 months
- Submit Lutron LCI Online training history to confirm that you have at least one qualified HomeWorks QS programmer on staff
- Submit project pipeline of opportunities planned for the next 12 months

Integrators with no HomeWorks experience:

- Attend Lutron's HomeWorks QS Qualification Training and complete pre-requisite online courses
- Purchase Accreditation Pack — £2,500 + Vat at List pricing
- Submit project pipeline of opportunities planned for the next 12 months
- Demonstrate prior lighting control experience

Existing Integrators or Window Treatment Providers with Lutron blinds access:

- Submit invoicing for a minimum of 2 projects with Lutron blinds with project reference
- Submit Lutron LCI Online training history to confirm you have at least one Shades qualified person
- Submit project pipeline of opportunities planned for the next 12 months

Integrators with no Lutron blinds experience:

- Demonstrate prior window treatment experience and with whom
- Provide level of business in previous 12 months with project information
- Provide project pipeline for next 12 months
- On approval, attend Lutron's Full Line Shading Course
- Purchase Lutron Blinds Demo and Fabric Binders — £1,765 + VAT at List pricing

Programme Application Information

Company Information

Company Name: _____ Date Company Started: _____

Street Address: _____

City: _____ Country: _____

Postcode: _____ Phone No.: _____

Contact Name: _____ Contact E-mail: _____

Website: _____

Company Profile

Professional Associations or Group Affiliations: _____

Where do you currently purchase Lutron products? _____

How many residential projects did you complete last year? _____

How many of last year's projects contained lighting control and/or automated blinds? _____

How many residential projects are in your 12-month pipeline? _____

How many of these have lighting control and/or automated blinds planned? _____

Name of HomeWorks Qualified Programmer: _____

Date of Qualification Training: _____

Name of Window Treatment Qualified Installer: _____

Date of Qualification: _____

Number of employees: _____

Approval

Lutron Account Manager: _____ Date _____

Please opt me in to receive electronic communications from Lutron Electronics

Please submit the completed application to eacustsvc@lutron.com

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