IMS SERVICES REQUEST FORM

GENERAL PROJECT INFORMATION

* Indicates Required Field

Today's Date * _____

Project Name * _____

Project Address * _____

Services Requested *

- ☐ TS1/TS2 - Factory Authorized Commissioning/Training Services
- ☐ PI1 - Factory Authorized Virtual Pre-Install Meeting
- ☐ FS1 - Field Services Programming or Network Updates (Day 1)
- ☐ FS2 - Field Services Programming or Network Updates (Additional Days)
- ☐ PS1 - Post Startup System Optimization and Owner Training

SERVICE DATES REQUESTED

General lead time for service is 15 business days upon review of this form and required system installation documents

Preferred Date * _____

Alternate Date * _____

Expedited service may incur additional charges. Cancellation of services requires a 48 hour (2 day) notice. Last minute cancellations may be subject to additional charge. Return visits are billable if system is deemed not ready for startup and/or end user(s) are not available are not available for user training.

CONTACT INFORMATION

Electrical Contractor Company * _____

Requester Name * _____

Requester Phone * _____

Requester Email * _____

Onsite Contact Name * _____

Onsite Contact Phone * _____

Foreman Email * _____

SITE REQUIREMENTS

PPE Requirements *

- ☐ Hard Hat
- ☐ Safety Vest
- ☐ Safety Glasses
- ☐ Cut Proof Gloves
- ☐ Steel Toe Boots
- ☐ Other _____

Other Requirements *

- ☐ Background Check Drug
- ☐ Screening Site Specific Training
- ☐ Onsite Sponsor / Host / Security
- ☐ Other

REQUESTED SERVICE HOURS

- ☐ Normal Business Hours (Between 6 AM - 6 PM - 8 hours per day)
- ☐ After-Hours, Weekends or Holidays - If required additional service charges will apply

If After-Hours, Weekends or Holiday service is required, please specify the hours and days of service below:

SEQUENCE OF OPERATIONS (SOO)

Please provide information describing how the NICOR Lighting IMS lighting controls network is intended to function per each Building, Zone, and Area (utilizing space below or attach SOO documentation)

REQUESTED AREAS FOR STARTUP, TROUBLESHOOTING OR OPTIMIZATION

Please provide buildings or area(s) requiring service.
***Note: For IMS Controls, please provide specific IMS cabinet identities within each intended area(s).**

NICOR Lighting - Field Service Terms & Conditions

SCOPE: NICOR Lighting's Field Services include system startup, programming, and commissioning to meet the submitted and approved Sequence of Operations (SOO), identification and assignment of network components, a functional test of the lighting controls system, and network operational training.

SEQUENCE OF OPERATIONS (SOO): The Sequence of Operations (SOO) is the specification for how the IMS control system is intended to operate. An SOO is necessary for the Field Service Engineer to understand the control parameters of the users in order to correctly program the system *(including time clock scheduling).*
NOTE: If an approved SOO is not provided to NICOR prior to Startup Service, the Field Service Engineer will use the NICOR recommended Default Sequence of Operations.

SITE READINESS FORM: Prior to NICOR Startup Service, the appropriate Site Readiness Form must be completed and accompany the Onsite Service Request Form. The Site Readiness form contains information confirming proper installation *(including wiring, power, etc.)* of associated LED lighting fixtures and NICOR Lighting controls. Completed forms may be submitted directly to NICOR Lighting, or your NICOR agent or distributor, for processing and approval.

SCHEDULING: General service lead time is 15 business days upon processing and approval. Any cancellations or postponements involving NICOR Services require 72-hour notice, after which cancellation fees may apply.

INSTALLATION & TESTING: Prior to scheduling NICOR Services, all NICOR fixtures and controls need to be fully installed, powered, and confirmed for initial On/Off operations. Failure to properly install, and power, NICOR equipment prior to NICOR Service dates may result in additional service days or fees required.

PC & SOFTWARE: If the IMS MCU *(Master Control Unit)* is requested, a host computer must be supplied (by others) and installed prior to scheduled service days. Refer to IMS Installation Guide for those specifications.

TCP/IP NETWORKING: If the NICOR IMS network is to be connected to a customer provided LAN/WAN, IP addresses must be provided to NICOR prior to Startup Service. The facility manager or installing contractor is responsible for coordinating this with any necessary parties *(IT Professionals, Facility Managers, End-Users, etc.)* in order to provide NICOR with the required network and computer access.

END-USER TRAINING: NICOR Startup Service includes system and component operation and maintenance training. It is highly recommended the owner or end-user for the network be made available at the conclusion of NICOR's scheduled service days in order to observe proper training. Additional customer training sessions, with additional fees, can be purchased after the initial startup and training have been completed.

NOTE: Failure to complete any of these steps may result in the postponement of the NICOR Startup Services as well as incur additional service related fees.

Acknowledged By

Company Name

IMS Services Request Form

Installation Requirements Prior to Onsite Startup & Training:

- Per the approved NICOR Submittal and BOM, the installer has received, installed, and energized all LED fixtures to be controlled by the NICOR IMS network? ☐ **YES** ☐ **NO**

- The installer has verified that all LED lighting fixtures to be controlled by the IMS controls network power on at 100% brightness ☐ **YES** ☐ **NO**

- Per the approved NICOR Submittal and BOM, the installer has received, installed, and energized all control devices to be networked onto the IMS System and DALI cable bus network? ☐ **YES** ☐ **NO**

- The installer has confirmed the (18/2) DALI cable bus has been installed, tested, and has power capability? ☐ **YES** ☐ **NO**

- The installer has confirmed all (18/2) DALI cable runs are under the 1,000' max cable length ? ☐ **YES** ☐ **NO**

- All IMS Control Cabinets have been installed, energized, and connected to the DALI cable bus network? ☐ **YES** ☐ **NO**

- All Emergency Devices *(Fixtures, Shunts, Inverters)* have been installed and confirmed for operation? ☐ **YES** ☐ **NO**

- All Control Component Devices have been identified on a floor plan or as-built drawing, with those drawings to be available onsite for NICOR Service to review? ☐ **YES** ☐ **NO**

- If connecting the IMS network to the customer's IT network, all customer TCP/IP networking information, including LAN IP addresses, have been provided ? ☐ **YES** ☐ **NO**

- Will a qualified electrician, with ladder and necessary tools, be available onsite during NICOR startup and commissioning for power, wiring, and installation troubleshooting ? ☐ **YES** ☐ **NO**

- Will the installer(s), facilities manager(s), and user/owner(s) be available for onsite training upon concluding final startup and commissioning services? ☐ **YES** ☐ **NO**

***** *General Disclaimer Note: Based on the completion of this Site Readiness Form, should NICOR Services arrive onsite as scheduled and determine that proper installation of NICOR equipment is incomplete, additional NICOR Service trips, days of service, and fees may be required.*

Submitted By **Company Name**