



The NX Remote Connect provides remote service and support for quick and secure monitoring, diagnostics and maintenance.

The NX Remote Connect enables higher quality of service and faster resolution of any on-field issues pertaining to the NX system. End users such as facility managers and on-site maintenance personnel can get greater peace of mind having NX Lighting Controls on their back, ensuring their system is maintained, always updated and trouble-free. Now, they do not need to second guess who to call if they have a question or an issue related to the NX System. Having NX Remote Connect is equivalent to having an NX Lighting Controls service buddy with you on your own premises!



Annual service plan

NX Remote Connect when deployed, comes with a 1 year service plan for remote diagnostics and maintenance that offers relief from any unplanned interruptions, support for firmware updates and scheduling changes that the facility managers may require assistance with, all at no extra cost to them.



Built Right in for New Deployments

The NX Area Controller is now offered with the option of a pre-installed Remote Connect Device (Cellular Modem) from the factory. The modem and service can be activated at the time of commissioning.



Easy Upfit for Existing Deployments

The standalone remote connect modem option allows existing Area Controllers to easily be upfitted with this capability. Existing customers can then easily get their remote service plan activated at any time.



Commitment with Flexibility

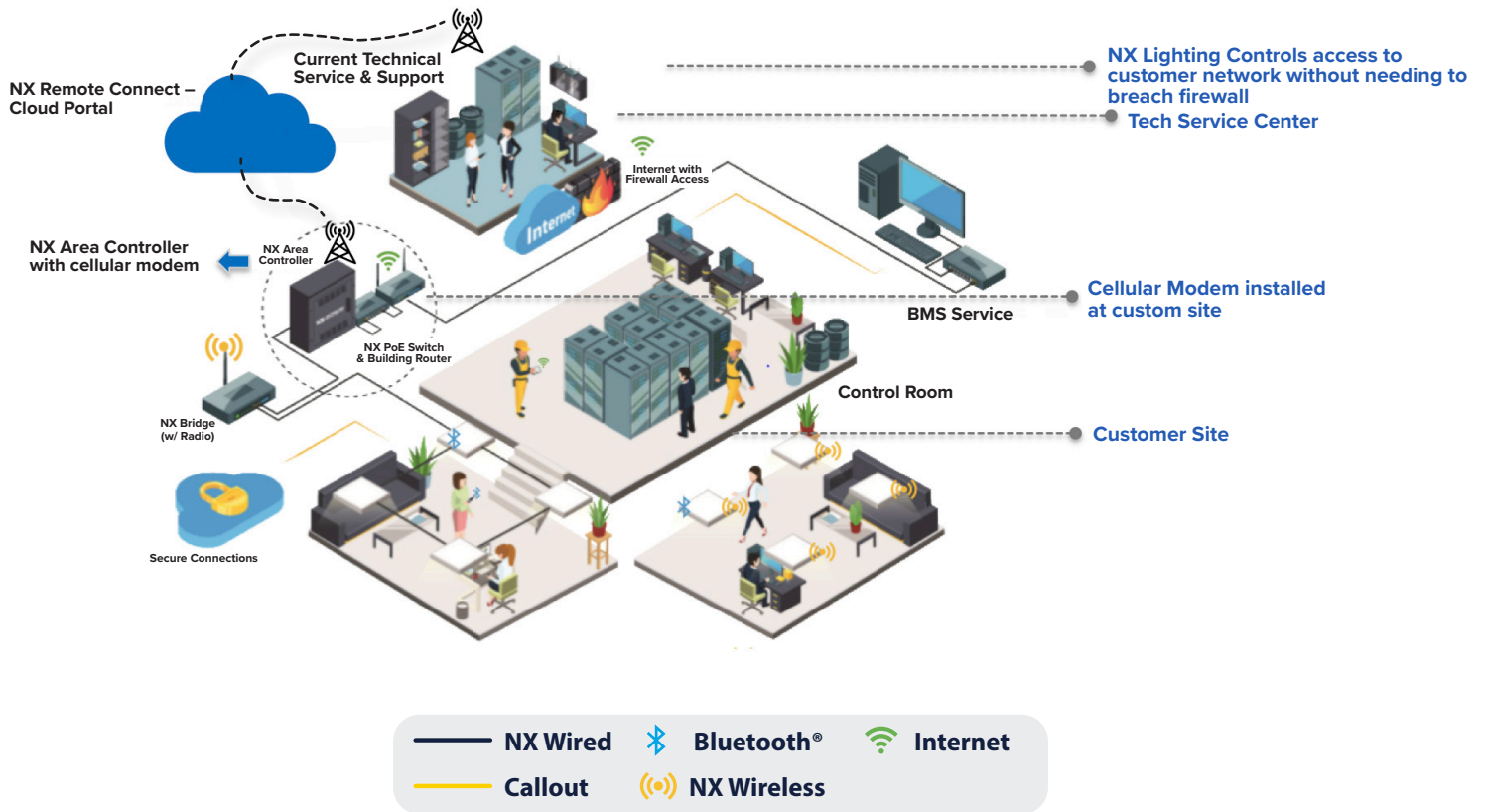
As a remote connect customer, you always start with 1 year plan. After that there is flexibility over the service renewal. Once the customer renews which can be any time after the first year, we only ask for 1 year minimum commitment.



Security

Connection to the Remote Connect device is secure as has been verified by our comprehensive vulnerability testing. Facility managers can have peace of mind with the knowledge that remote access to their NX System by us, is completely secure.

A Connected Lighting Solution with NX Remote Connect



Technical Service Center

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.

Tech Services offers standard warranty, extended warranty plans and annual remote service plan. For complete details and sign-up, contact Tech Services. For service renewals after 1 year included service expires, contact Tech Services also.



Remote Diagnostics



BACnet Integration Support



Start-up Services



Remote Firmware Updates



Best-In-Class Warranty



Comprehensive Training Programs