

# LIGHTING

## REMOTE LIGHTING SUPPORT

Networked LED Performance  
Lighting Systems Support and Lifespan  
Expectation

BY:  
JIM CROOKS  
LIGHTING SOLUTIONS  
MANAGER  
WENGER CORPORATION  
OWATONNA, MN

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## Support for Modern LED Lighting Systems

Support for modern LED performance lighting systems isn't a simple equation. These control, power handling and fixture devices are linked together, by dedicated TCP/IP Ethernet, DMX512 and Wi-Fi networks. Most performance lighting systems also interface BacNET HVAC, fire alarm and sensor building management systems. All are the intertwined products of various manufacturers, permanently installed and expected keep working indefinitely.

## Product / Vendor Selection

Affordable, long-term support is achievable, where systems integration is coupled to well-engineered product and appropriate diagnostic/update tools. This process begins with careful product selection. Without exception, supportable "best-of-breed" products are produced by financially stable manufacturers. Without financial stability, parts availability and forward-thinking product development cannot be guaranteed.

Full compliance with open and widely adopted communication protocols is also essential for long-term support. Some manufacturers intentionally use proprietary technology, for short-sighted commercial reasons. New product and product updates will eventually hit every performance venue, because of equipment rentals, staff changes and inevitable obsolescence. The integrator must insist on 100% compliance with open sACN, DMX512 and the TCP/IP Windows hardware platforms, if they're to protect their client's venue.

## Testing and Documentation

Product testing and proper documentation are more support essentials. Performance claims taken from published datasheets simply aren't trustworthy. The integrator can help insure supportability by orchestrating a "shoot-out", where photometric, acoustic and thermal claims are proven and compared. The integrator must also prepare his own set of engineered coordination drawings, that detail every wire termination, panel schedule, and service point in the installed system. Long-term support is far more difficult, without complete coordination drawings available.

## Field Installation, Turn-On, Training and Support Infrastructure

Project managers, backed by engineering, installation, turn-on, and field service teams are another set of support essentials. A qualified integrator will have experienced staff and adequate infrastructure. Those who don't aren't able to provide long-term customer support.

## Internet / Cloud Diagnostic, Update and Support Infrastructure

The Internet and Cloud are two new components of today's support puzzle. Modern integrators will use a well-engineered Internet based platform to streamline troubleshooting, firmware updates, RDM fixture re-programming and response to owner questions. Internet support can't replace field-based technicians but it does reduce time requirements, expense, and service call frequency. Where field technicians are needed, the Internet platform makes sure they arrive with the correct parts on-hand.

## Integrator Backed System Warranty

Warranty and post-warranty policy impact long-term support too. Most project specifications include warranty provisions, but too often they're short-sighted and vague. Within a specified warranty period, the integrator must offer clarity and provide "umbrella" coverage. The integrator should also be a customer's first point-of-contact, during the warranty term and after.

## Conclusion

Professional integration services make performance lighting systems more supportable. Scheduled maintenance and updates should be assumed and the need for occasional repairs too. Where a qualified integrator provides qualified people, planning, coordination drawings, project management and appropriate Internet / Cloud support tools, these challenges are much easier to manage.



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Owatonna Office: Phone 800.4WENGER (493.6437) Worldwide +1.507.455.4100 | Parts & Service 800.887.7145 | wengercorp.com  
555 Park Drive, PO Box 448 | Owatonna | MN 55060-0448

Syracuse Office: Phone 800.836.1885 Worldwide +1.315.451.3440 | jrclancy.com | 7041 Interstate Island Road | Syracuse | NY 13209-9713