

# EMC Lighting + Electrical Service

Maintenance | Warranty Solutions



LEADING THE FUTURE OF  
**LIGHTING + TECHNOLOGY**



# Make EMC Your One Call for Lighting + Electrical Service and Warranty Management

**Quick, reliable communication**  
**Dependable emergency support**  
**Complete warranty management**

Since 2003, EMC has led Fortune 500 companies through the LED lighting evolution, completing nearly 100,000 projects and providing planned lighting maintenance, emergency services and warranty management across their facility portfolios.

EMC's lifecycle approach to Lighting + Electrical Service and Warranty Management fits the unique needs of your operations, maximizing the efficiency, effectiveness and life of your lighting, controls, electrical systems and electric vehicle (EV) charging stations.

With rapid and inevitable changes in technology affecting your business and the lighting and controls industry, now is a critical time to establish a long-term relationship with a nationwide service provider who will help you navigate Lighting + Electrical Service and the unique warranty programs offered by lighting and controls manufacturers.

## EMC Service Solutions



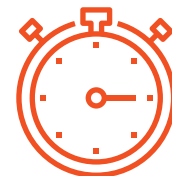
### On-demand

Repair or replace lighting and electrical components as requested.



### Planned Lighting Maintenance (PLM)

Make costs predictable with a lifecycle approach.



### 24/7 Emergency

Call directly for immediate service anytime, anywhere.

Take a customized approach that integrates with your business.



### Customizable Service Plans

At EMC we know a “cookie-cutter” approach to service maintenance does not work for today’s facility operations. Our data-driven approach to service ensures you realize and understand your Total Cost of Ownership (TCO) to quickly implement and deliver the desired results.



### Warranty Management

With an ever-evolving LED marketplace and increasingly complex warranties, it’s critical to have a trusted partner who ensures you receive the full benefit of your product warranties. EMC handles everything from identifying issues and scheduling labor to coordinating material procurement and managing service agreements.



### Nationwide Coverage

You need quick, affordable and consistent service for all facilities in your portfolio. Without this critical coverage, you are left managing inconsistent work, nonexistent processes and multiple points of contact. Working with one service provider like EMC removes the hassle of lighting maintenance and ensures consistency across your portfolio.



### Flexible Communications

You don’t have to change your maintenance software to work with EMC. We can work with the system you already have in place for managing facilities requests. Whether it’s email, ServiceChannel® or any other form of data management, EMC will partner with you to simplify your maintenance program.

# Lighting Extended Labor Warranty Program

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EMC offers a turnkey delivery system with a predictable, reportable and transparent project management process. This ensures all stakeholders are clear on objectives and outcomes every step of the way. Our total project management approach, EnergyMAXX®, maximizes the results of each project phase—from multisite energy audits to exceptional service—bringing an immediate and positive impact to your bottom line. While most lighting and controls manufacturers' extended material warranties exclude labor, EMC recognizes their importance and offers the following options for customers.

## Essential

- Included in all EMC quotes at no additional charge
- 1-year labor workmanship warranty
- EMC management of manufacturer warranty for term

## Premium

- Quoted upon request
- 1 year all-inclusive labor warranty
- EMC management of manufacturer warranty for term

## Elite

- Quoted upon request
- Customized all-inclusive labor warranty
- EMC management of manufacturer warranty for term
- EMC inventory for quick turn around

**Contact EMC for a customized warranty solution tailored to meet your organization's needs.**



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