



Service Line Job

Get the most out of your existing lighting system

Lighting
Services

As a company, city council or organisation you use a lighting system from Signify. This system has been developed to contribute to important goals such as sustainability, safety and productivity. As a result of unforeseen circumstances it may happen that the system performance is no longer aligned with the earlier set objectives.

With a Service Line Job it is possible to bring the lighting system completely up to date, so that it performs exactly as you need it again.

Service Line Jobs are in line with common user requirements. We offer variety of jobs, but you can also consolidate your wishes into one package, such as combining an extension and adjustment of your existing lighting system.

Whether it concerns a connected Interact system or non-connected Philips luminaires: Service Line Jobs are intended for organisations and sectors that use our lighting. Installers can also benefit from these jobs.




How to read this overview

At **Wish**, you can read what your wish could be as a user or installer.


At **Service Line Job**, you can read about the job that Signify can perform to help you.

At **Example**, you can read why an organization would want to have a job executed.

Undertaking a training course

Wish	Service Line Job	Example	
You want to take maximum advantage of the benefits that your existing lighting system offers, such as saving energy and offering safety.	We provide online or classroom user training aimed at the optimal use of an existing system, as well as technical training to be able to detect errors.	A city council wants its engineers to conduct an Interact City training, so that from now onwards, the city council can implement their own dimming configurations.	

Measuring light levels

	Wish	Service Line Job	Example
	You would like to see a confirmation that the output of the lighting system meets the standards and expectations.	We provide light measurements on location with calibrated measuring equipment, and we issue a report with advice on the results.	A factory manager wants to measure lux levels five years after installation to determine the impact of dirt and dust on light performance. This is important for work safety.

Realignment of your spot lights



Wish

You noticed that after adjusting the interior settings, the light experience is no longer optimal. You think that could do better.

Service Line Job

We reconfigure each spot to deliver the best light experience for shop visitors.

Example

Due to an adjustment of the shop layout, the spots in the supermarket are no longer focused on the fresh food display. After reconfiguration, the fresh salads, meats and cheeses are attractively lit again.

Create a lighting or system design

Wish

You know that energy saving, light perception, safety and productivity start with a good design.

Service Line Job

Our light and system designers create a new design based on your wishes, the architecture, the use of the space, existing standards and guidelines.

Example

An extra wing will be added to the office building. Prior to installation, the lighting designers create a lighting design.



Create or modify a light scene (in architectural lighting)



Wish

You wish to draw attention to special events in an exceptional way.

Service Line Job

We design a new static or dynamic light scene, or adjust an existing scene. After that, the light scene is uploaded into the system and tested.

Example

It's Pink Ribbon Day and that's why the bridge is lit up in pink.

Run a preventative system check

Wish

You do not have a service contract, but you want to analyze and optimize your system to achieve maximum availability.

Service Line Job

We inspect the status of the lighting system, operating conditions and service parts. The results, including advice are summarized in a report.

Example

The lighting system in a tunnel must be checked with aim to find out whether the fixtures are still properly controlled by the data supplied through the light sensor on the outside of the tunnel.



Replace a defective product



Wish

You just want that single defective product from the lighting system restored. This way you can move forward in a sustainable and efficient way.

Service Line Job

We will supply a replacement product or repair the defect. We can do this either on location, or in our Signify workshop.

Example

The installer replaced a defective street luminaire. The defective luminaire will be repaired in the Signify workshop. It is then returned to the installer as stock for possible future replacements.

Configuration of a product (programming)

Wish

You want to commission a product. You know that using certified engineers will prevent possible programming errors.

Service Line Job

After installation has been completed, we take care of the commissioning of the product so that it functions without any problems.

Example

One of the hospitals luminaires was defect and the installer has installed a replacement. Signify programs the luminaire so that it dims back at night.



Upload data, or making it available



Wish

You want to dispose yourself of correct and the most recent data. That way you can make good decisions.

Service Line Job

We upload requested data into the system and/or export data collected by the Interact system or our service management system, such as burning hours, number of defects, or resolved service tickets.

Example

A city council aims to link pole numbers to connected light points. After receiving the pole numbers, Signify uploads and connects them to the luminaires. The data becomes visible in the dashboard and can also be exported again.

Adjusting the system configuration

Wish

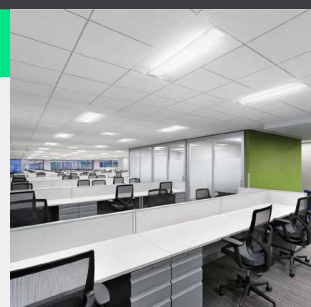
The lighting requirements have changed due to unforeseen circumstances. You want to align the light experience to this.

Service Line Job

We update the system configuration on request.

Example

The facility manager noticed that more people are working from home. He wants to adjust the dimming configuration and daylight control, carried out by Signify.



Receiving a set of spare parts



Wish	Service Line Job	Example
You need parts, but you prefer not to have long lead times.	We will supply a set of spare parts. This can either be complete fixtures or just parts. Defects can now be repaired directly by you or your installer.	In tunnels, any defective luminaire must be repaired within fourteen working days. With the spare parts, the defect can be replaced during tunnel closure.

Conducting a late stage configuration (specially for installers)

Wish	Service Line Job	Example
You wish more flexibility. At the same time, you want to save on storage costs, for example by ordering fewer light fixtures with different configurations.	We supply you with a license so as an installer, you can adjust the lumen and the dimming configuration of the outdoor lighting on location.	Instead of four configurations, the installer orders only one fitting from a specific luminaire family. Before installation, the correct configuration is set in the installer's workshop.



You can request the above Service Line Jobs at your own discretion. If your wishes are not outlined in this catalogue, we would like to see how we can offer a solution for you. And in case you just want recurring services, we can make a proposal for a service contract.

Contact

Could the lighting system at your organization use a Service Line Job? Or are you an installer and we can help you? Please contact us:
[Contact | Signify Company Website](#)



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