

## Request for Quotation

### Philips Lighting Controls Quotation Department:

Contact: **Randy Schwimmer, Quotations Coordinator**  
 Telephone: **1.972.389.6165**  
 Email: **randy.schwimmer@philips.com**  
 Fax requests to: **Quotations, 1.972.389.6175**

Philips Lighting Controls Quotation Department provides quotations for architectural or theatrical dimming and control systems. Requests should be sent via fax to the above number. A Quote Request form is available to assist offices and individuals in gathering and sending sufficient information to allow Lightolier® Controls / Entertainment Technology to prepare the quotation. In order to provide an accurate quotation, a minimum of the following information is required.

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| <input checked="" type="checkbox"/> <b>Your Contact Information</b>     | <input checked="" type="checkbox"/> <b>Project Location</b>              |
| <input checked="" type="checkbox"/> <b>Date Quotation Required</b>      | <input checked="" type="checkbox"/> <b>Bid Date</b>                      |
| <input checked="" type="checkbox"/> <b>Loads And/Or Dimmer Schedule</b> | <input checked="" type="checkbox"/> <b>System's Control Requirements</b> |

Depending on the size of the system being quoted, and the information supplied, a quote can be returned in as short as a few hours. Quotations for larger, more complex systems – concert halls, university theatres, civic centers, and other large scale installations involving integration of dimming and control systems – will require more time to prepare an accurate take-off and quotation. Larger, complex projects will require that Lightolier Controls / Entertainment Technology Quotations be provided with drawing plans and complete specifications, preferably both Section 11 and Section 16 at a minimum. In any case, the Lightolier Controls / Entertainment Technology Quotations Department will ask the requestor for documents needed to provide an accurate quotation.

Upon receipt of a **Request for Quotation (RFQ)**, Lightolier Controls / Entertainment Technology Quotations will respond with an acknowledgement to the requesting person or organization. Receipt of an acknowledgement shows we have:

- Received your request, and we're acting on it, or
- That we have questions and need more information, or
- It may tell the requestor that we cannot provide a quotation based on the indicated reason – not enough information, not enough time, cannot meet specifications, or other reasons.

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 **NOTE:** *If you have sent an RFQ to Lightolier Controls / Entertainment Technology Quotations and do not receive either an acknowledgement or a quotation within 24 hours of submitting your request, contact us at the numbers above.*

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Upon completion, you will receive a Bill of Materials and price based on the information supplied. A quotation number e.g. – 120707RS1 - will have been assigned to this BOM. Any further re-quotes or orders should always reference this quotation number. Revisions will be numbered 120707RS1 R1, R2, etc.

**Orders placed against this Quote must reference the quotation number and BOM. Philips Lighting Controls will not accept an order based on “plans and specifications.”**

### Points to remember when requesting a quotation:

At a minimum, when dimming is involved, a **dimmer/load schedule** helps determine the size of the job and the type of equipment Lightolier Controls / Entertainment Technology will offer to meet the intent of the specification. Plans, drawings, and specifications contain the best and most complete information. If available, a **one-line, or riser**, drawing provides a good overview of the job. Fixture Type list by itself means nothing.

## Order Entry and Project Management


### Lightolier Controls Project Managers:

Name	Direct	E-Mail
David Ketchum	1.214.389.6173	david.ketchum@philips.com
Scott Green	1.214.389.6166	scott.green@philips.com

Lightolier Controls / Entertainment Technology System Group and Project Management facsimile: **1.972.389.6175**

Systems orders received at Lightolier Controls will be acknowledged, via a return fax from Lightolier Controls / Entertainment Technology as soon as they are received. This acknowledgement is sent solely to tell you we have received your order and it will be entered into the order process.

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 **NOTE:** If you do not receive an acknowledgement within 24 hours of sending an order to us, contact the Quotations Coordinator listed above. (Allen Miles)

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Orders are checked for accuracy and to ensure they match the Quotation. You will be contacted should the Customer Purchase Order not match the Quotation. Another acknowledgement will be sent to you from Lightolier, Fall River, once your order has been completely entered into Lightolier Controls / Entertainment Technology's order entry system.

Upon receipt, orders are assigned to a Project Manager. The PM will be responsible for this order from order receipt through final shipment of the equipment listed on the order. Any communications concerning your order should be directed to the Project Manager.

Orders for **Systems** – one or more dimmer cabinets, controls, and other equipment – are accepted under the following circumstances:

- **Hold For Release (HFR)** – the end-user issues a Purchase Order for the equipment, and Lightolier Controls / Entertainment Technology's customer wants the order entered but no action to be taken until the end-user is prepared to receive the equipment. Orders are usually entered as HFR to allow time for submittal drawings to be created and sent to all parties involved in the order.

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 **NOTE:** An order entered as a "HFR" will receive a formal acknowledgement from Lightolier, Fall River. When that order is turned into a released order, another acknowledgement will be sent from Fall River. This is not a duplication of your order, only an acknowledgement that it has been entered and showing you what has been put on order against that PO.

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- **Do Not Ship Before (DNSB)** – Customer has approved and released the order, but cannot accept the equipment for various reasons. The order will be entered, you will receive a formal acknowledgement, but nothing will ship prior to the requested date.
- **Limited Release, or Release of Back-boxes** – The building is under construction, and all equipment that must be hard-wired or that requires attachment to conduit is needed before walls are sealed. An order is entered against the original PO, and the required equipment will be shipped and billed as normal.
- **Immediate Release** – The end-user or customer has waived submittal drawings, or none are required, and the order can ship upon immediate entry. (Certain projects cannot waive submittal drawings; Project Management will advise the customer in such cases.)

Depending on the status of the order and its release terms, the order will be held, or the process will be initiated to produce drawings for the project.

## Drawing Process

Upon receipt of a Purchase Order, most projects require submittal drawings. These drawings reflect, in various forms, the proposed equipment on the Bill of Materials. Submittal drawings, depending on the complexity of the project, require from one to six weeks to complete.

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 **NOTE:** *Since Submittal Drawings are subject to change, under no circumstances should Submittal Drawings be used as installation drawings. Lightolier Controls / Entertainment Technology will not be responsible for wiring, terminations, or any other work done on a project resulting from the use of Submittal Drawings for installation purposes.*

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Drawing sets done for a project may be one of the following types:

**Proposal:** Often only a one-line, or “riser”, illustrating the connection of equipment on the project. These drawings are representational only, and are **NOT** meant for construction purposes.

**Submittal:** A complete set of drawings, illustrating connection and specifications of all equipment on the Bill of Materials on a project. A submittal-drawing package consists of:

- Page 000:** Title page
- Page 001:** General notes. This page contains important information about equipment commonly found in submittal packages. Not all notes may apply to the project.
- Page 002:** Notice to the Contractor. This page contains important information that must be adhered to in the implementation and installation of equipment on the project. It is important that the Contractor receive and read this page.
- Page 100 Series:** One-line, or Riser, sheets. All equipment on the Bill of Materials will be reflected as it is to be connected on these drawings. Depending on the complexity of the project, several 100-series sheets may be required. Wire types and power requirements, but not lengths of conduit size, are called out on 100-series drawings.
- Page 200 Series:** Wiring connections. These pages show the proper terminations for all control wire used on the project. It is always the responsibility of the Contractor to run wire and terminate the connections to all project equipment as described on this page unless specifically noted otherwise. Lightolier Controls / Entertainment Technology technicians will terminate DMX512 connections in dimmer racks only.
- Page 300 Series:** Dimmer hook-up and DMX512 assignments.
- Page 400 Series:** Contractor’s details of custom assemblies. Used to illustrate orientation, drawings, mounting details, and hook-up information and details.
- Page 500 Series:** Standard drawings of Lightolier Controls/Entertainment Technology equipment.
- Page 600 Series:** Assembly and detail drawings of Custom Assemblies. Includes wiring harness, schematics, and terminations. Also used to illustrate modifications made to any standard products to meet project requirements.
- Page 700 Series:** Mechanical fabrication drawings for fabrication of custom items. Used internally only, not sent as part of the drawing package.
- Page 800 Series:** Wiring devices.
- Page 900 Series:** Intelligent Raceway drawings, showing hanging points, circuit schedules, dimmer and connector placement.

**Re-submittal Drawings:** Once a Submittal set has been sent and reviewed by all parties involved, any modifications or corrections are done and re-submitted in this set.

**Release:** The final set of drawings for manufacture.

**As-Built and/or As-installed.** Drawings indicating how a project was finally shipped and installed. Usually included with the final set of instructions and project documents.

Submittal drawings are normally reviewed by any and all parties involved in a project: Electrical Contractor, Architect, Specifier, end-user, and others. Release for manufacture and shipment is usually withheld until everyone has accepted and signed off on the project as depicted in the drawings.



**NOTE:** Lightolier Controls / Entertainment Technology requires that one set of submittals, signed and approved by the responsible parties, be returned before the order is released and manufacturing can begin. If no changes or modifications are necessary, a signed (by the customer) title page indicating approval of the package – without changes - will be sufficient.

Lightolier Controls / Entertainment Technology will generally not produce a full Submittal Drawing package without a purchase order. In some instances, where approval of the Lightolier Controls / Entertainment Technology design intent is necessary from an Architect, Specifier, or Contractor prior to issuing an order, a Proposal package will be created reflecting our design intent. In these cases, we ask that you contact Lightolier Controls / Entertainment Technology management to discuss this requirement.

### Drawing Delivery:

The following is intended to provide only a guideline for delivery of drawings and an order, once entered. Delivery is dependent on a number of variables; as with quotations, the better and more complete the information necessary to complete the drawings, the faster the turn-around time. Incomplete information will delay the submittal drawing process. As a general rule, however,

- Any system, order value less than \$10,000 to \$35,000, approximately two weeks.
- Any system, order value between \$35,000 and \$55,000, approximately three weeks.
- Any system, order value at over \$55,000, depending on complexity of the system, approximately four weeks.
- Any system, order value at over \$100,000, depending on complexity of the system, approximately six weeks.

**NOTE:** Drawing time begins after receipt of Purchase Order. Actual drawing time will depend on current work load.

Submittal drawings, in “B” size (11 x 17), will be provided electronically via AutoCAD DWF format.

We publish AutoCAD drawing files to DWF, not PDF as the size is as little as half, and you can markup the file and return it to us. (The DWF viewer is analogous to Adobe's Acrobat Reader).

Autodesk's free DWF Viewer and Mark-Up tool - Autodesk Design Review 2009 - is available at:  
<http://autodesk.com/designreview>

## ***Release and Manufacturing***

Upon acceptance and release of an order, the Project Manager begins the process of placing the order in the manufacturing queue. It is the Project Manager's responsibility to work with the Lightolier Controls / Entertainment Technology Manufacturing and Planning Departments to ensure timely shipment of the project to meet the customer's schedule.

All drawings, including manufacturing drawings (700 Series), are given to the Manufacturing and Planning Departments. The project is reviewed to determine the steps and time necessary to complete the order. These include:

- Determining lead times for manufacturing of standard components – racks, dimmer cabinets, Intelligent Raceways, etc. Lead times vary from being in stock to as much as four to five weeks for custom equipment for which components must be ordered.
- Manufacture of any custom metal or other components.
- Purchase of any "buy-out" items – equipment made by third parties that must be purchased and subsequently integrated into a cabinet, control panel, or rack assembled in the factory.
- Purchase of any "drop-ship" items – equipment made by third parties that can be shipped directly from that manufacturer to the job site. Usually includes theatrical fixtures, connector strips, electrical boxes, and other equipment for the project that does not need to come through Lightolier Controls/Entertainment Technology.

Orders, depending on size and complexity, are generally held or "staged" at the factory and shipped on or near the date given on the order acknowledgement. This is done to avoid multiple shipments, reducing the possibility of lost or damaged-in-transit equipment, and the possible loss of equipment once it has arrived and been signed for at the job site.

Unless the customer specifies special instructions, or there are special circumstances, orders will be shipped as complete as possible via common carrier.

Any delays or modifications to the schedule will be relayed to the customer by the Project Manager. Likewise, any problems or other circumstances affecting delivery of equipment should be brought to the attention of the Project Manager at Lightolier Controls / Entertainment Technology.

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### **IMPORTANT NOTE - PLEASE READ!**


Optio® lighting control panels, Lyteswitch® low-voltage panels, Intelligent Raceway™ distributed dimming systems, and Capio Plus® dimming racks are configured and manufactured to customer specifications. Any returns or modifications (including, but not limited to) re-wiring, configuration changes, etc. will incur, at least, a fifty percent (50%) restocking charge and possible labor charges.

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## System Installation and Engineering Checkout

If one has been included in the purchase price of the project, a factory trained and authorized technician will travel to the job site to initialize the system and train user personnel on the system its components, operation, and capabilities. Lightolier Controls / Entertainment Technology have qualified Technical Service technicians in most parts of the country to perform this service.

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 **NOTE:** Once the project has reached a point where the system is to be initialized and turned over to the end-user, it is the Electrical Contractor's responsibility to request an Engineering Checkout Order (ECO).

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This process is begun by sending the ECO request form to the factory. Send this form via fax or email to: **Technical Service Department, Field Service Supervisor**, fax number **1.972.389.6175**.

It is important that all information on the ECO Request Form be complete. It is equally important that enough time – three weeks is preferred – be given to ensure the availability of a Technician, and travel arrangements can be made. Requests for service submitted less than two weeks prior to the necessary date will be accommodated as much as possible, but could require additional charges to compensate for increased travel costs or other circumstances. The Lightolier Controls / Entertainment Technology technician will have a set of project documents and will begin the process of checking all connections, equipment installation, and other aspects of the project.

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 **NOTE:** *The Lightolier Controls / Entertainment Technology technician will NOT make any connections or wiring terminations that are the responsibility of the Electrical Contractor.*

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In most cases, the Electrical Contractor will install the project's equipment according to the Release Drawings provided by Lightolier Controls / Entertainment Technology. Depending on the complexity of the project, modifications, and alterations may occasionally be found to be necessary by the Electrical Contractor during installation. These changes, if they affect the installation and use of Lightolier Controls / Entertainment Technology equipment, must be approved by the Project Manager and Lightolier Controls / Entertainment Technology Applications Engineering Department prior to their implementation. Certain alterations may affect UL listing or rating of a device, or could require modifications to wiring, or any number of circumstances that could affect system performance. Also, such changes would not be documented on the project drawings.

Upon successful initialization, any necessary programming, and training, the end-user and the Electrical Contractor will sign off that the system has been checked and that it is performing as specified.

### Warranty

Lightolier Controls / Entertainment Technology warrants all equipment purchased and properly installed for a period of three years from date of installation, or acceptance. Standard terms and conditions apply to the use and suitability of purpose for this equipment. Please contact Lightolier Controls / Entertainment Technology for complete details.



**Telephone Technical Support:**

Lightolier Controls and Entertainment Technology maintain 24-hour telephone technical support toll-free numbers.

- Lightolier Controls 1.800.526.2731 (or 1.972.245.5996)
- Entertainment Technology 1.800.223.9477 (or 1.972.245.5996)
- Technical Support (Either Brand) 1.972.245.5996

These numbers are designed for customers, end-users, installers, or anyone else involved with any Lightolier Controls / Entertainment Technology product.

**List of documents to be included:**

- Request for Quotation guideline
- Quotation receipt acknowledgement
- Sample quotation
- Order Acknowledgement, Lightolier Controls / Entertainment Technology, Dallas, TX
- Order Acknowledgement, Lightolier, Fall River, MA
- Sample drawings
- Engineering Checkout Request