

ASSISTANCE

CONTACT US IN A FEW CLICKS

1 Identify and qualify the on-site malfunction:

- Launch the Bluetooth® scan on site to view your points.
- A pictogram appears with an anomaly on a point. 
- Test its operation with the ACTION tab: switching on, off, etc.
- Consult the history of the last 15 days to see if the anomaly is recurring.
- Launch a support request by clicking on the headset button.

2 Send a support request in a few clicks:

- The form has 3 steps for a quick and qualified request. 
- **Step 1** : Your contact details
 - ➔ They are pre-filled with the information previously entered but you can also modify them if another person is in charge of being in contact with our after-sales service.
 - ➔ You have the possibility to choose by which channel we will contact you.
- **Step 2** : The message
 - ➔ A list of objects is available to quickly qualify the request.
- **Step 3** : Attachments
 - ➔ The history of the last 2 years is automatically attached.
 - ➔ You can also add photos of the lamp (*we advise you to provide a photo of the solar module with the south orientation in the background for the northern hemisphere (and north for the southern hemisphere)*).

Step 1



Request support
Do you encounter a problem? We are available every working day.

Name
[Redacted]

First name
[Redacted]

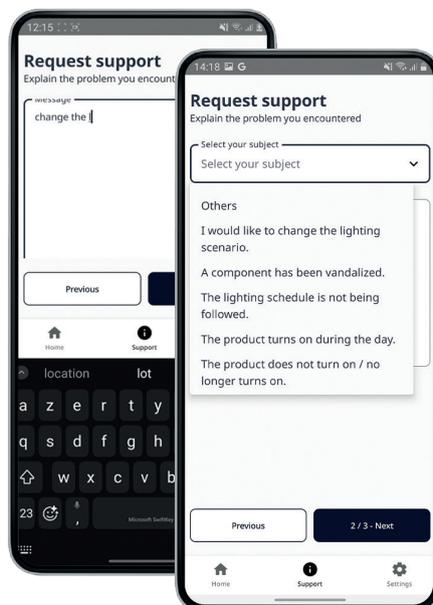
Phone
[Redacted]

Mail
[Redacted]

How I want to be contacted back?
 Mail Phone

1 / 3 - Next

Step 2



Request support
Explain the problem you encountered

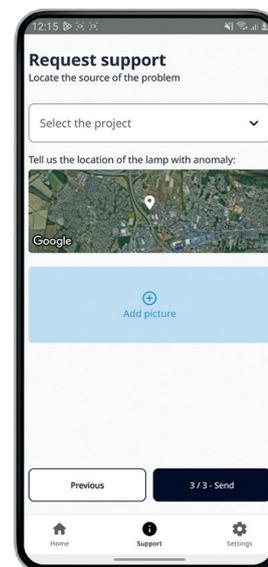
Select your subject
Select your subject

Others

- I would like to change the lighting scenario.
- A component has been vandalized.
- The lighting schedule is not being followed.
- The product turns on during the day.
- The product does not turn on / no longer turns on.

Previous 2 / 3 - Next

Step 3



Request support
Locate the source of the problem

Select the project
[Dropdown menu]

Tell us the location of the lamp with anomaly:


Add picture

Previous 3 / 3 - Send

3 Our internal support service will contact you:

- Contact will be made within 48 working hours
- The support team will help you troubleshoot the light point according to the fault reported.

➔ Support is faster and more efficient thanks to your qualified request upstream.

Request for assistance available offline via the home page.