CityTouch Ready partner program

Objectives

You know how and what to offer to customers that want to connect your luminaires to the CityTouch lighting management system.

You know how to configure and program your luminaire so they automatically connect to the CityTouch lighting management system.

You understand why you have to follow the pre-described configuration process.

You are confident that you can deliver your luminaires in future CityTouch projects.

Documentation

All documentation needed to assemble and configure CityTouch Ready luminaires is available on the [CityTouch Ready community]

Technical documentation

Datasheets, 3D model drawing files

Design-in guide, Installation instructions

Approbation certificates (ENEC, CE, DoC, RED)

Service & Repair manual

Software

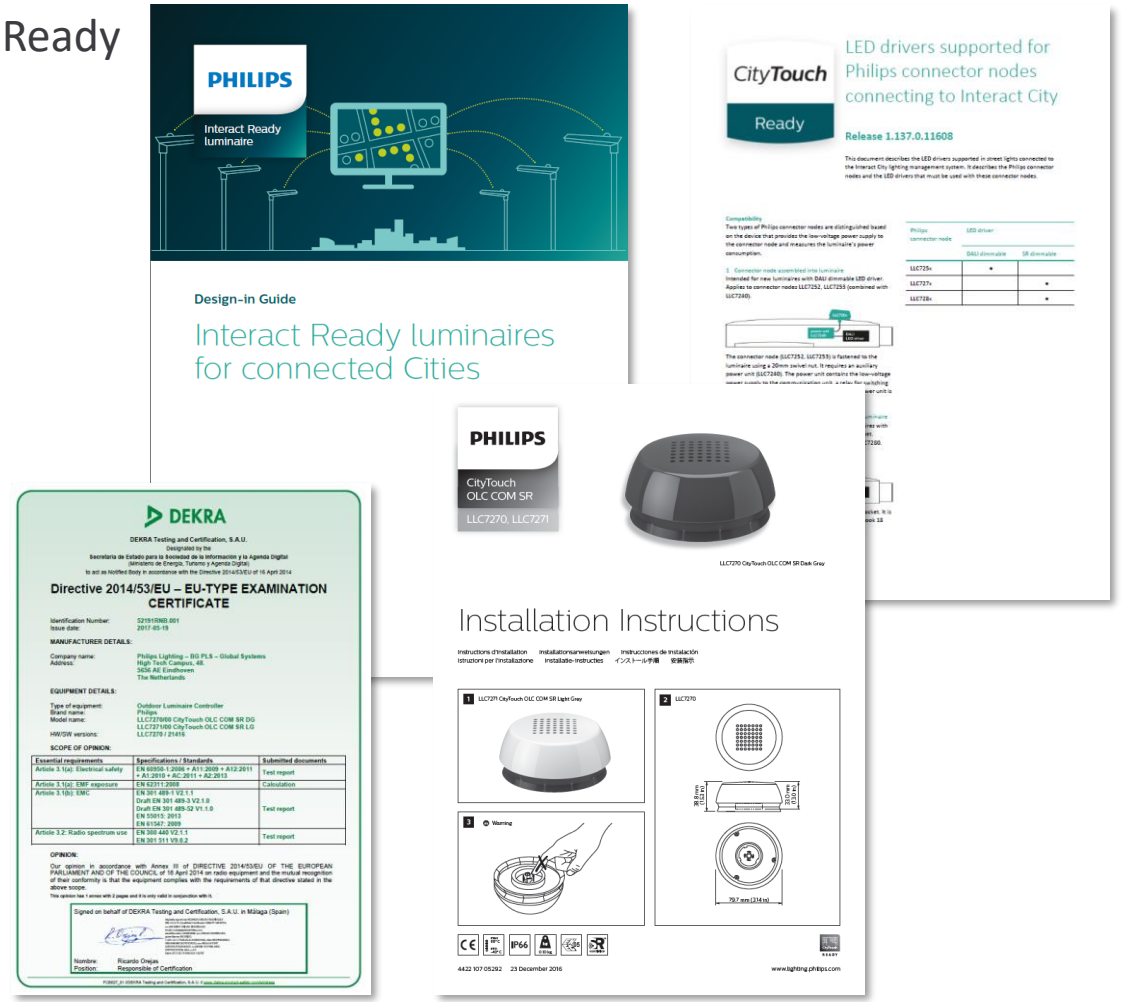
User guide for CityTouch Ready Luminaire Configurator

Supported LED drivers

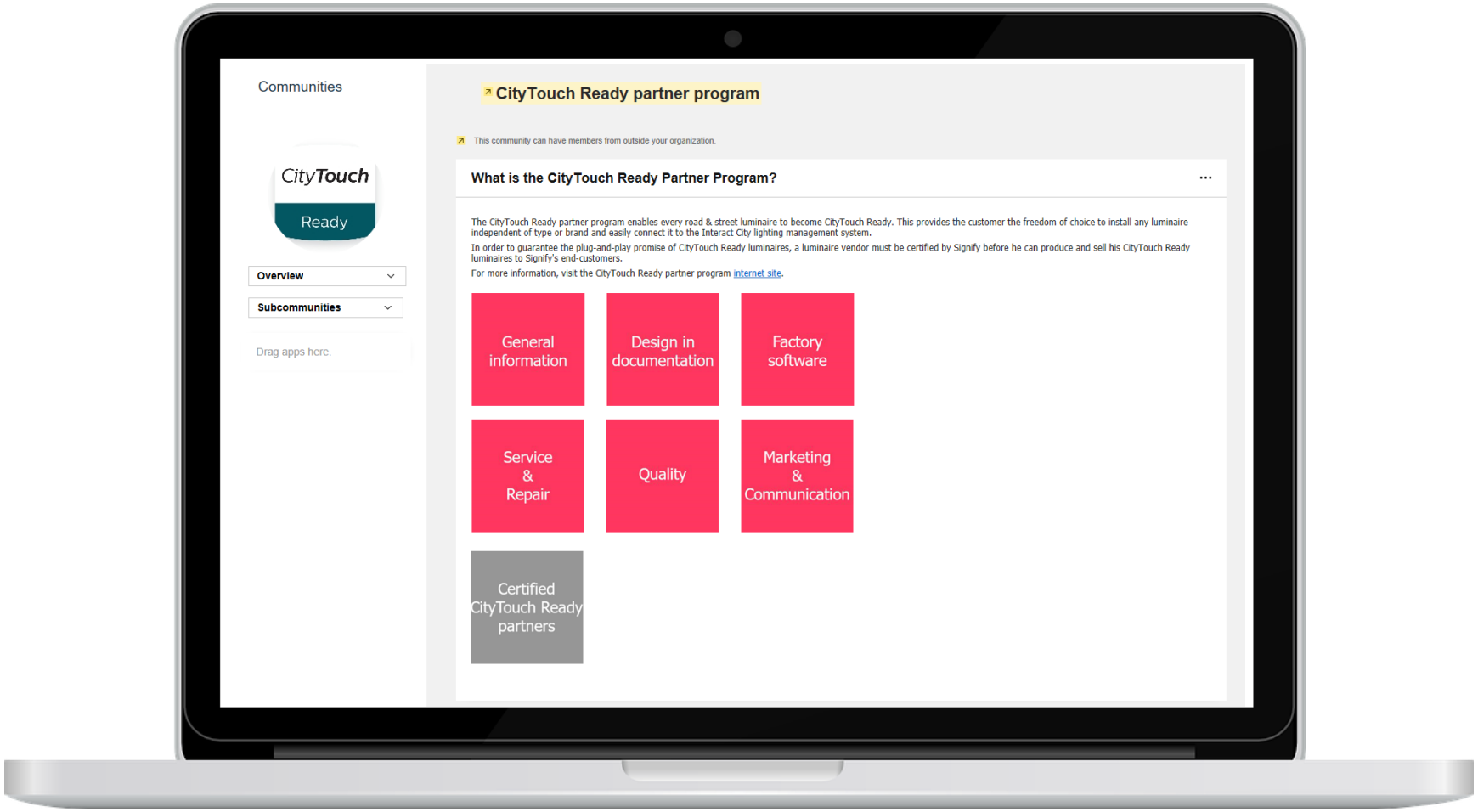
Release notes

Marcom

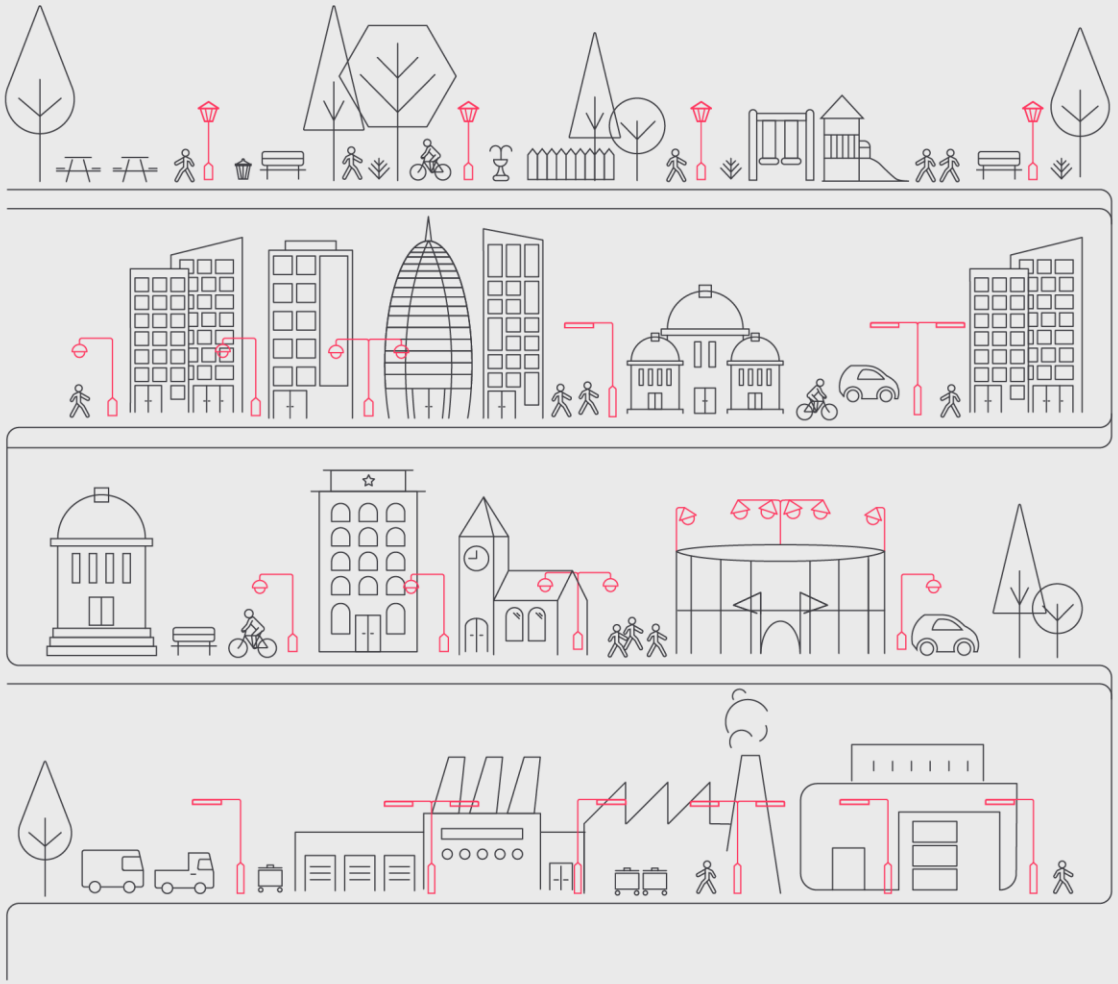
Branding and communication guidelines, logo



Documenation



Interact City
connected lighting system



Interact City
What can it do?

Interact City can help you manage, monitor and control all your city lighting:

- Roads and streets
- Pedestrian sidewalks and crossings
- Government buildings and bridges
- Parks and plazas

You're able to control and monitor all the lighting remotely and immediately identify lighting failures. You can set lighting schedules, increase lighting in an area where there is an accident or crime, and dim light in the middle of the night when nobody is around.

Street light poles and the connected lighting grid can support sensors that collect data on both lighting and non-lighting related information. This data can help you to improve city operations and the quality of life of citizens.

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Software and hardware building blocks

Scene management

Manage city lighting centrally. Create multiple lighting scenes and schedules. Increase light in areas where there is an accident or crime. Dim lighting to 30% at night. Operate lighting assets individually or by group.

Energy optimization

Optimize performance and measure energy use in real-time. Find opportunities to improve performance and realize energy savings to reach your sustainability targets.

Lighting asset management

Gain efficiency in street lighting planning and operations using accurate asset data, intuitive data visualization dashboards and flexible workflow management. Manage daily maintenance from office to street with mobile field apps.

Environmental monitoring

Use sensors in the connected street lighting system to gain insights into city problems such as pollution and noise levels. Support decisions on zoning, traffic flows and improving the livability in your city.

Future roadmap

Incident detection

Continually monitor and alert emergency services when unexpected traffic, sounds or crowd noise is detected via sensors on light poles. Data sharing helps you to respond quickly and accurately.

Future roadmap

Open data interface

Uses standardized data interfaces for feeding public lighting asset data into city management systems and smart city dashboards. Connect smart city applications with remote lighting management to optimize safety and efficiency.

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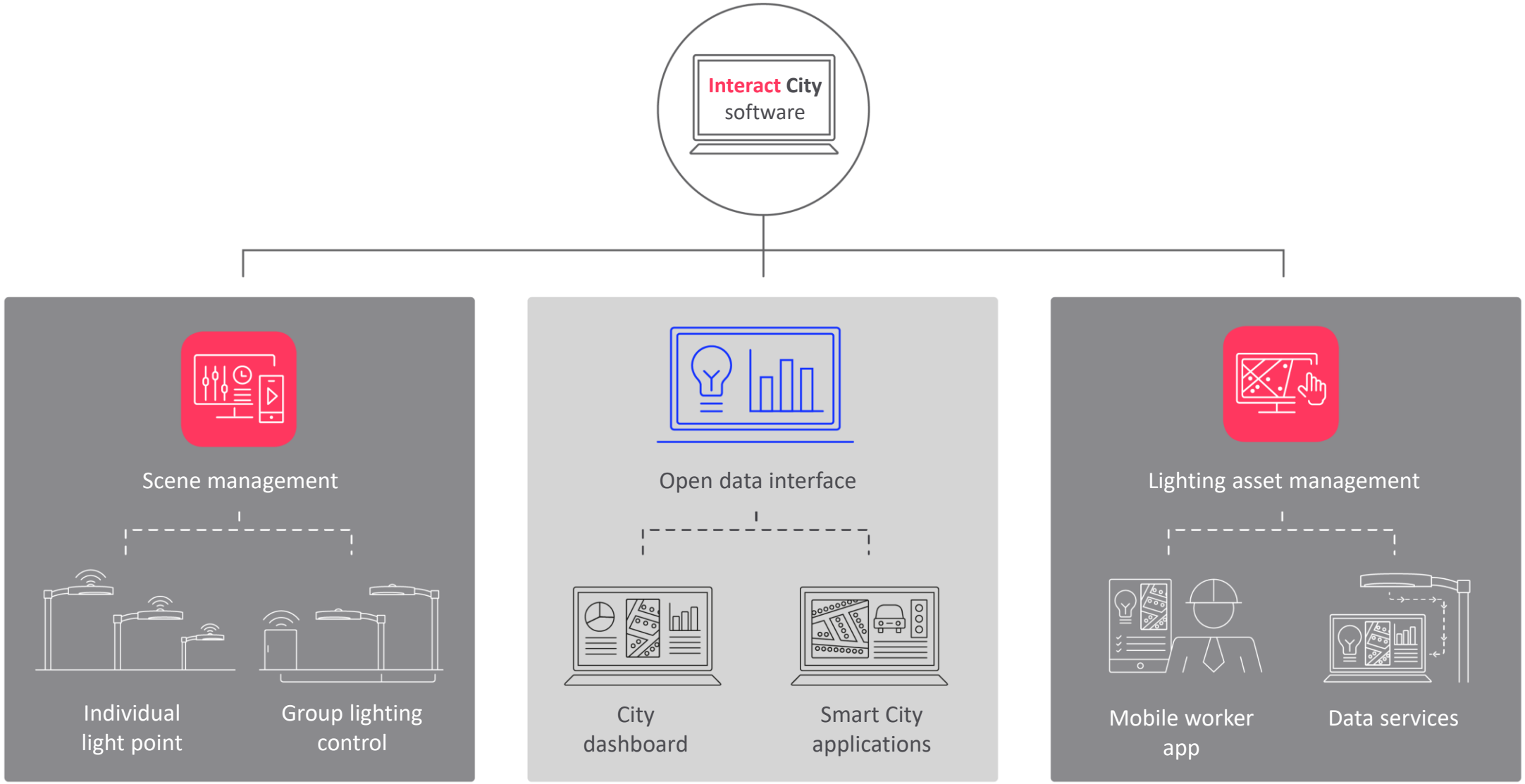
Software and hardware building blocks



Scene management

On and off. Traditionally, those were the only two settings for your lighting. Now, with Interact City Scene management, you can remotely adapt lighting to a particular time, season or event.

The software gives you control over your lighting so that, if there is an accident or a crime, you can quickly raise the light levels in the area to aid emergency services. And when the streets are empty very late at night, you can dim the lights and cut unnecessary energy use.

You can also use Scene management to give parks, plazas and landmarks a unique identity by lighting them in memorable and engaging ways. Program and manage dynamic lightshows remotely. Reflect the spirit of the city by frequently changing lightshows to suit the season, festivals or events.

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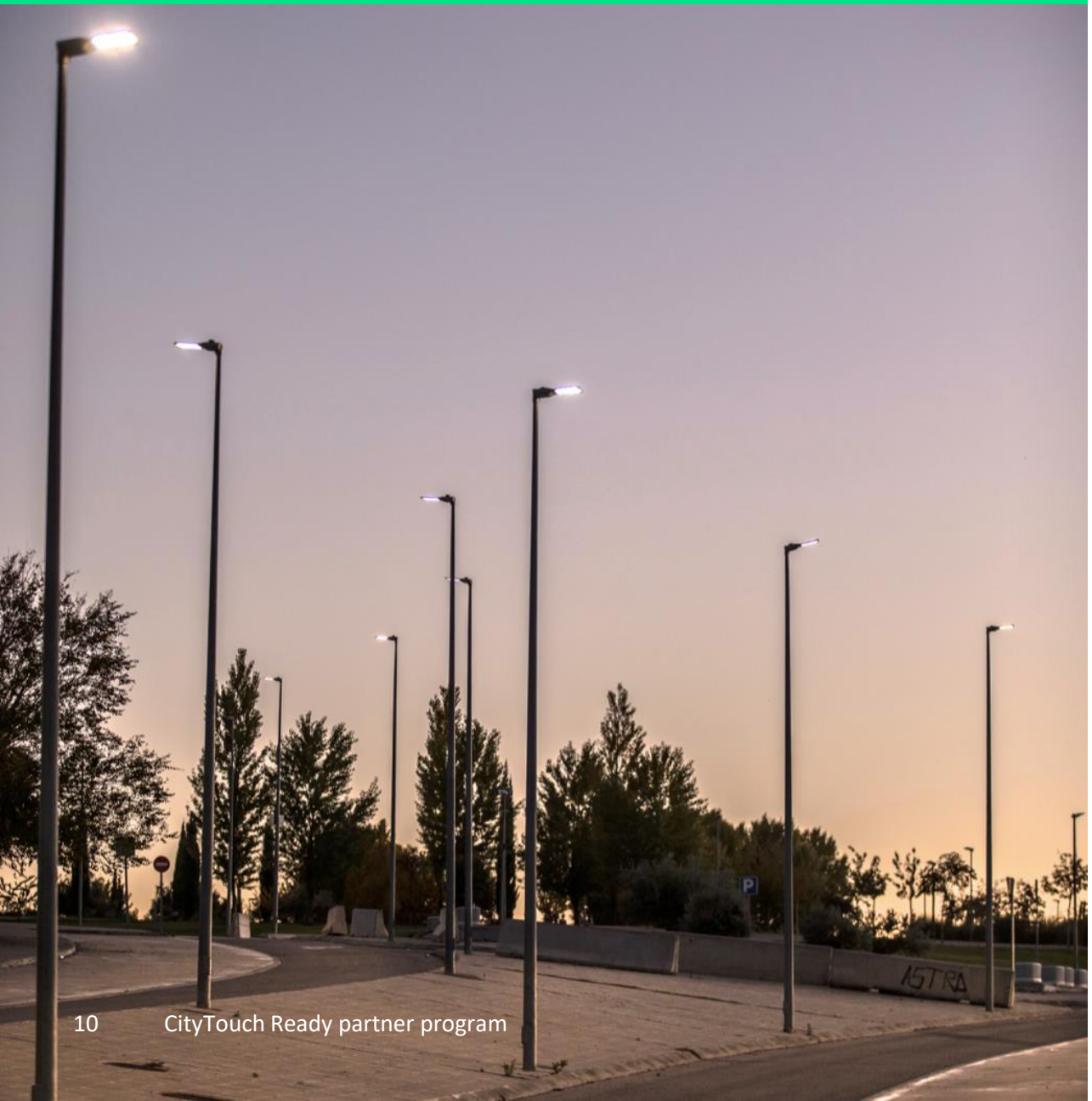
Energy optimization



With Interact City, you can optimize street lighting performance and accurately measure energy usage in real-time, helping you reach sustainability goals, track energy use reduction and save money.

With full control of your city lighting you can identify opportunities for further energy savings by dimming, scheduling and zoning. Interact City enables you to reduce CO_2 emissions, meet sustainability targets and reduce costs, enabling you to reinvest the savings into other areas of your city's infrastructure.

Lighting asset management

Imagine being able to remotely manage your city's entire lighting system, monitor your energy consumption in real-time and immediately identify any faults through a single dashboard.

Welcome to Interact City. You can centrally commission and manage lighting for a single lighting point, a block or a whole metropolitan area. Lighting asset management software detects faults, optimizes performance and lets you monitor energy use to better manage your lighting-related work flows with rich data visualization capabilities through dashboards and mobile apps. Analyze data, plan maintenance ahead of time and maintain consistent lighting in your city to deliver a better service to your citizens.

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Environmental monitoring

Future roadmap

Pollution. Noise. Ice. They can all make city life unpleasant. Even shorten life expectancy. What if your connected street lighting system could support you by providing insights to help you address these issues and improve the city environment for your citizens?

Interact City Environmental monitoring – which is currently being piloted with certain cities – uses sensors on the lighting poles that are integrated into the Interact City lighting system to collect data on environmental issues such as noise or pollution. This data can be used to support decisions on issues such as zoning and traffic flows to improve livability in your city.

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Incident detection

Future roadmap

Interact City Incident detection – which is being piloted in selected cities – transforms light poles into city sentinels. Incident detection uses sensors on light poles to monitor and alert emergency services when unexpected traffic, sounds or crowd noise is detected.

Sharing real-time data over the connected lighting system means you can respond to disturbances quickly and accurately. Over time, data collection supports predictive analytics, which helps in reducing crime and traffic accidents to create a greater sense of security in your city.

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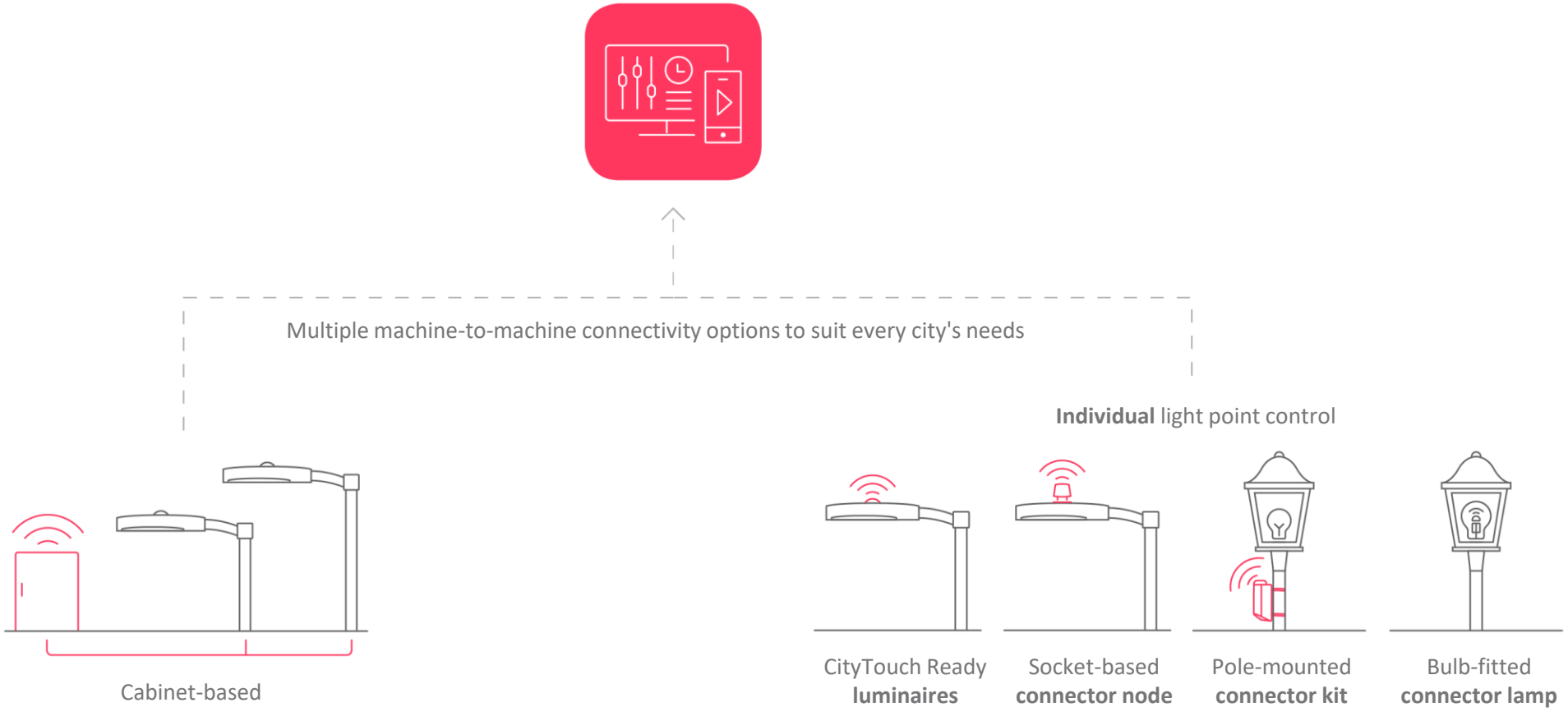
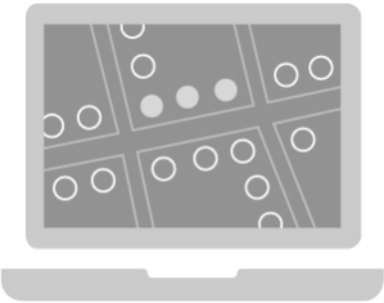
CityTouch Ready luminaires

Options to connect your luminaire to Interact City



Key advantages of CityTouch Ready luminaires



CityTouch Ready luminaires are true plug and play. Installation is as easy and quick as traditional luminaires.

Automatic location

Luminaires are auto-located on the map, using the integrated GPS receiver.

Automatic commissioning

Luminaires automatically connect to the Interact City system once installed, using the integrated GPRS modem.

Automatic data upload

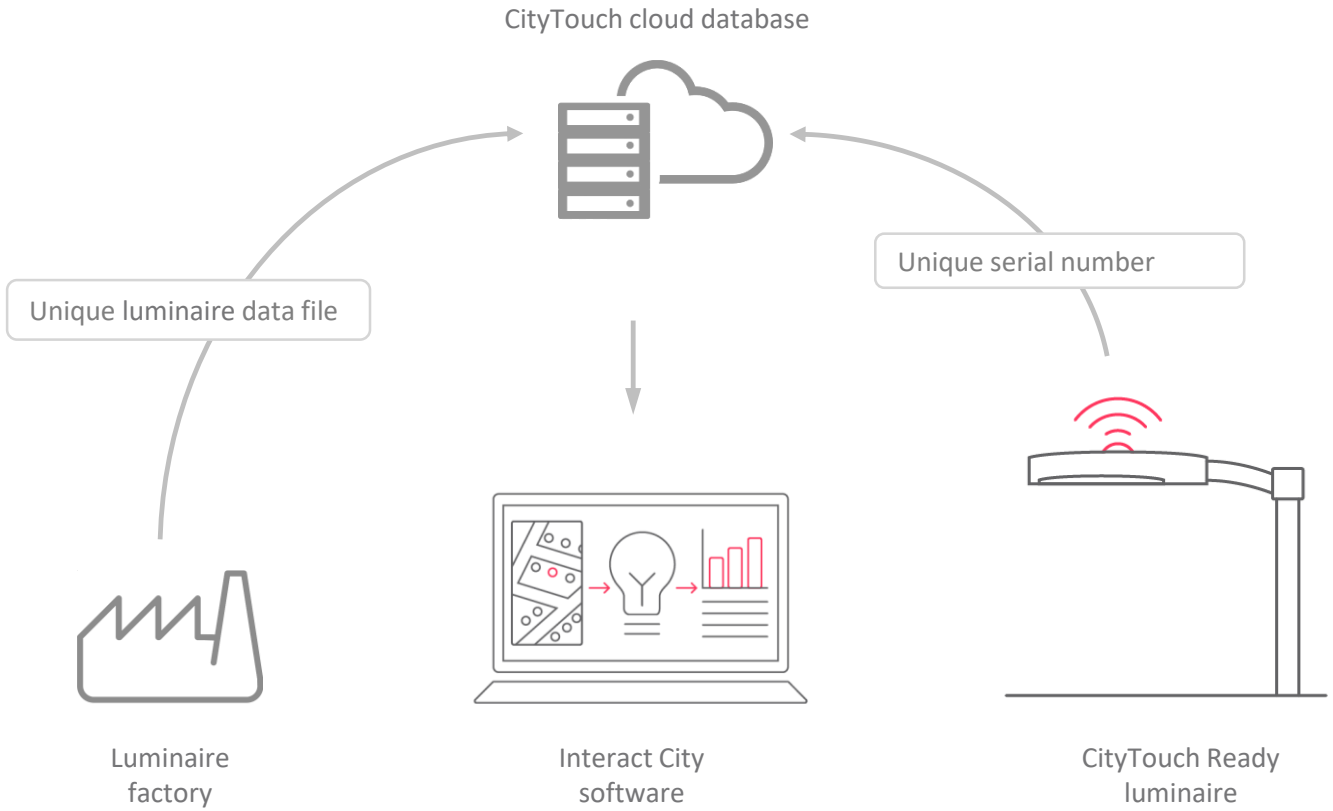
All technical luminaire data are automatically in place.

Concept of luminaire data upload

Certified CityTouch Ready partner uploads luminaire data file for each successfully configured CityTouch Ready luminaire

Upon power-on of CityTouch Ready luminaire, Philips connector node reads serial numbers of connector node or LED driver

In Interact City software, luminaire data is assigned to corresponding serial number



CityTouch Ready certification

Need for certification

Signify needs to guarantee the plug and play installation of each CityTouch Ready luminaire, independent of vendor. This includes the availability of luminaire data in the Interact City lighting management system upon installation.

The requirements and obligations that must be fulfilled by the luminaire vendor are outlined in a certification agreement.

Key requirements are compliance to design-in guide, timely upload of correct luminaire data, and presence of unique luminaire serial number.

Signify commitments

Offer a clear and concise contract detailing the specifics of the partnership relationship

Provide warranty and liability on the InterAct City application software and the Philips connector nodes to the customer

Provide technical training as necessary to produce, configure, offer and service CityTouch Ready luminaires

Provide design-in support for new luminaire architectures

Provide factory software for configuring CityTouch Ready luminaires including factory account for uploading luminaire asset data files into Interact database

Provide fast and responsive problem-solving to correct any errors in the factory software

Provide branding and communication guidelines to promote CityTouch Ready luminaires

Partner commitments

Accept and sign the contract template detailing the specifics of the partnership relationship

Provide warranty and liability on the luminaire and the integration of the Philips connector node to the customer

Comply to design-in guide for CityTouch Ready luminaires; consult Signify in case of deviations

Use the Signify factory software for entering correct and complete luminaire data, for configuring CityTouch Ready luminaires, for generating a unique luminaire serial number, and for uploading luminaire asset data files into the CityTouch cloud database

Have a reliable internet connection in the production line to uploaded luminaire asset data files into the CityTouch cloud database

Ensure that the unique luminaire serial number is clearly visible on the luminaire

Comply to branding and communication guidelines to promote CityTouch Ready luminaires

Certification process

Certification is a one-time activity.

Certification is done on luminaire vendor level, not on luminaire level.

Signify will publish a list of certified CityTouch Ready partners on its global website. Signify will not publish a list of certified CityTouch Ready luminaires.

Signify will issue an official certificate to the certified CityTouch Ready partner as proof of certification.

A certified luminaire vendor is allowed to offer CityTouch Ready luminaires, and to label his luminaires CityTouch Ready.

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Marketing and Communication

My company is a “Certified CityTouch Ready partner”

My luminaire is “CityTouch Ready luminaire”

Signify

Certificate of CityTouch Ready partnership

Signify hereby declares that

is an officially certified CityTouch Ready partner.

Philips connector nodes

Philips connector node

The Philips connector node is a luminaire-based device that connects a luminaire to the Interact City connected street lighting and management software via the mobile network. Each luminaire communicates with Interact City independently. If one luminaire goes out, the others around it are unaffected. You can control single luminaires or all luminaires together, or you can group and control luminaires in any way.

Each Philips connector node contains a GPRS modem for mobile communication, a GPS receiver for automatic location, and a photocell for ambient light detection.

Philips Connector node

signify

Portfolio of European launched Philips connector nodes

1. Connector node with auxiliary power unit. This connector node is intended for new luminaires. The connector node is hard-wired and fixed to the luminaire with a screw thread. The auxiliary power unit is assembled into the luminaire and contains the low-voltage power supply to the connector node, a relay for switching the LED driver, and an energy meter.

2. Connector node without power unit. This connector node is intended for new or upgrade of System Ready luminaires with SR dimmable LED driver and Zhaga SR or ANSI 7-pin NEMA socket. The SR LED driver provides the low-voltage power supply to the connector node and measures the luminaire's power consumption.

Portfolio of European launched Philips connector nodes

Type	Order code	Description	Color	Control method
LLC7252	9137 003 965 03	Hard-wired integrated, used with LLC7240	Dark grey	DALI
LLC7253	9137 003 966 03	Hard-wired integrated, used with LLC7240	Light grey	DALI
LLC7260	9137 003 633 03	Compatible with 3, 5 or 7-pin NEMA socket	Light grey	DALI
LLC7270	9137 003 929 03	Compatible with 4-pin Zhaga book 18 socket	Dark grey	SR
LLC7271	9137 003 930 03	Compatible with 4-pin Zhaga book 18 socket	Light grey	SR
LLC7280	9137 003 933 03	Compatible with 7-pin NEMA ANSI C136.41 socket	Light grey	SR

Overview of Philips connector nodes

	Luminaire – node interface		Control method		Input voltage		Energy measurement		Socket compatibility		Color	
	Integrated	Socket	DALI	SR	120-240V AC	15/24V DC	Auxiliary power unit	SR LED driver	ANSI C136 NEMA	Zhaga book 18	Dark grey	Light grey
LLC7252	●		●		●		●				●	
LLC7253	●		●		●		●					●
LLC7270		●		●		●		●		●	●	
LLC7271		●		●		●		●		●		●
LLC7280		●		●		●		●	●			●

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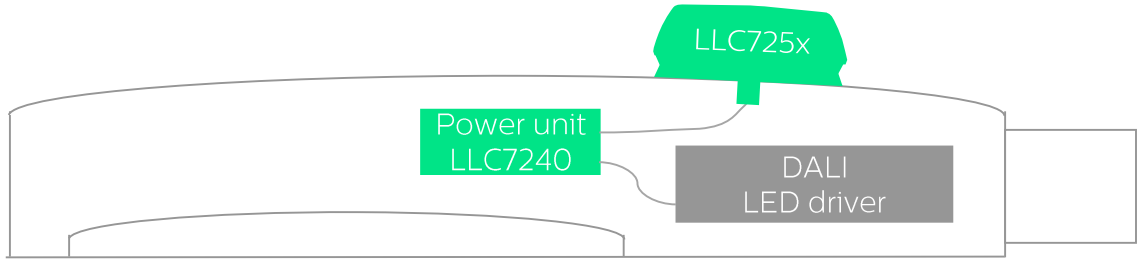
CityTouch Ready luminaire configurations

Supported luminaire architectures

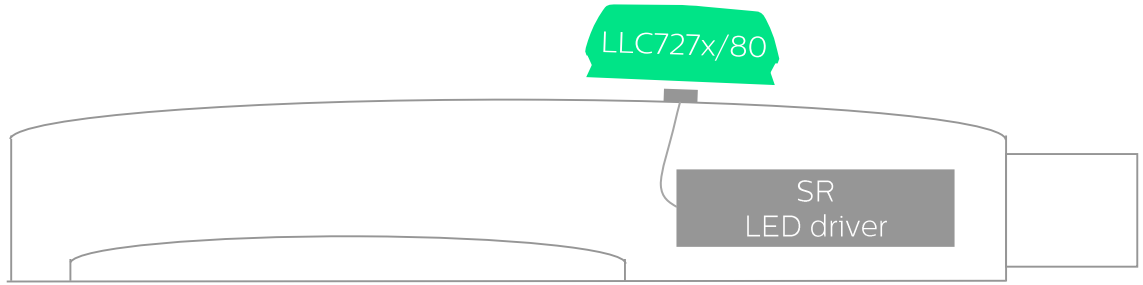
1. CityTouch Ready luminaire with integrated Philips connector node and auxiliary power unit

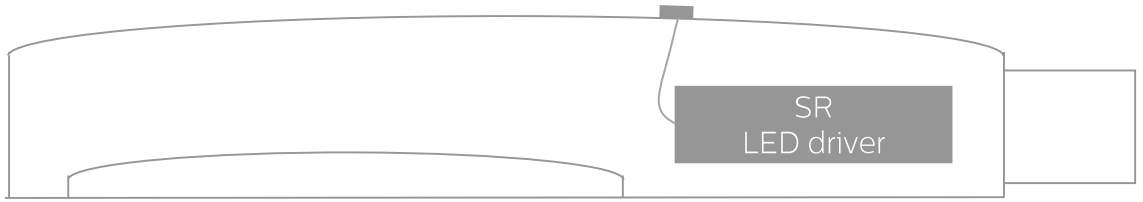


2. CityTouch Ready luminaire with socket and (factory installed) Philips connector node

3. CityTouch Ready luminaire with socket only (field installed connector node)

System Ready





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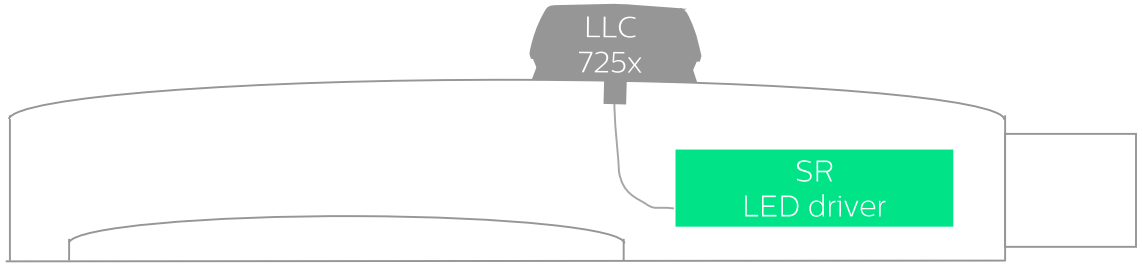
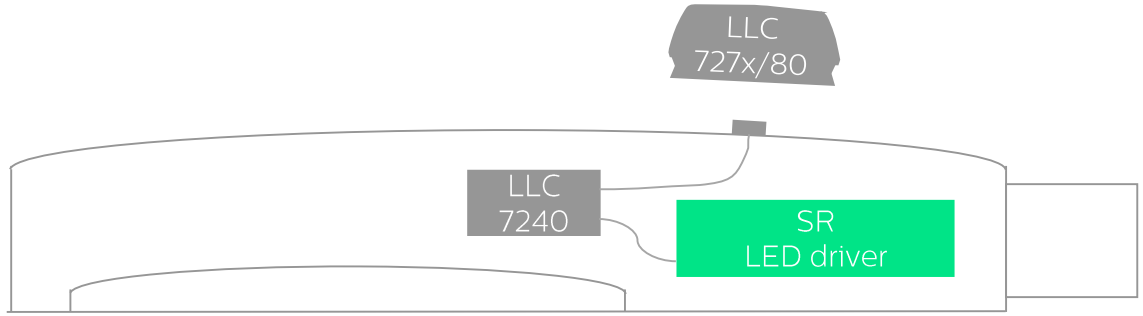
Not supported Luminaire architectures

The Philips connector node LLC725x shall not be combined with an SR LED driver.



The Philips connector nodes LLC727x and LLC7280 shall not be combined with a DALI LED driver.



Benefits of System Ready luminaires

Futureproof luminaire architecture that you can build on whenever your city is ready to opt into new advances in technology. It is designed to work with industry-recognized, futureproof LED drivers, controls and sensors. A System Ready luminaire offers your customer:

- A lighting infrastructure that is prepared for future innovations and **upgrades**;
- A plug and play platform features industry-wide standardized sockets;
- The possibility to install your luminaires today and attach controllers or sensors at a later date, without any hassle;
- **Open ecosystem** of controllers or sensors.

Benefits of Zhaga SR socket

The Zhaga SR socket is a low voltage socket standardized by Zhaga that is specially designed for outdoor luminaires to attach twist-to-lock, pluggable sensors and controllers. It is smaller and lower cost compared to NEMA. The Zhaga SR socket offers you:

- **Low cost** solution to prepare your luminaires for future innovations and upgrades
- **Unobtrusive** design
- Downward looking **sensing**

Availability of Zhaga SR socket

Signify

Order code	Description	Color
9290 016 508 06	Zhaga book 18 socket	Black
9290 016 509 06	Sealing cap	Dark grey
9290 016 510 06	Sealing cap	Light grey

Tyco Electronics: Lumawise Endurance S (link)

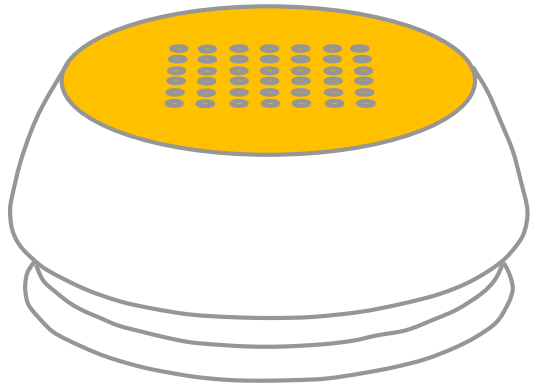
Pre-configuring a System Ready luminaire for Interact City

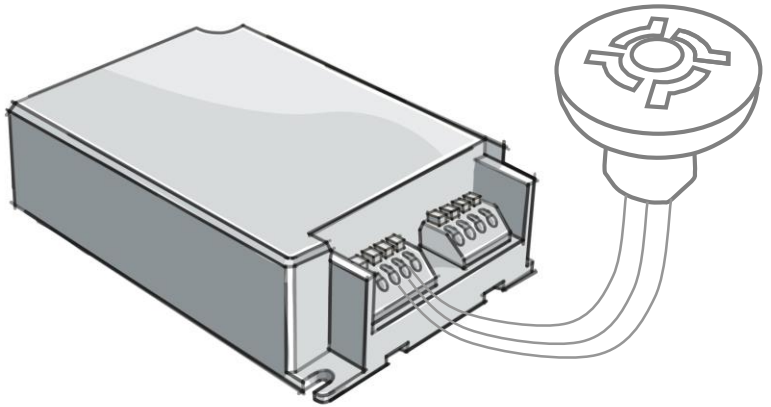
With a System Ready luminaire, the customer will order a luminaire with SR LED driver and universal socket (4-pin Zhaga SR or ANSI 7-pin NEMA).

The customer can mount the Philips connector node in the field, either during installation or at a later date.

To test the wiring between the LED driver and socket and to ensure that the technical luminaire data will be automatically available to the customer when mounting the Philips connector node, the luminaire shall be pre-configured as CityTouch Ready in the luminaire factory.

A System Ready luminaire is pre-configured for Interact City by mounting a **golden test node** onto the socket during programming.





Business model

Business model

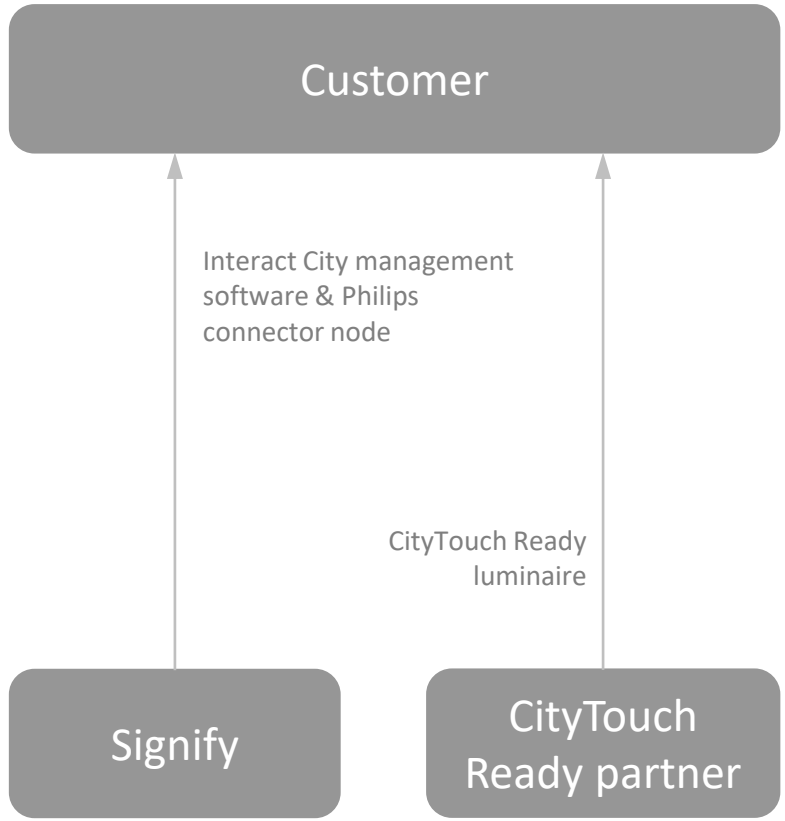
Signify' customers want to be free to connect luminaires of almost any brand, type or vendor to their Interact City lighting management system.

The Interact City asset management system is sold as a service to customers (municipality or service provider). The service includes the Interact City management software, the mobile provider subscription, and the Philips connector nodes.

The customer buys the Interact asset management system from Signify. Signify sends the Philips connector node to the party as specified by customer.

The customer buys the CityTouch Ready luminaire from the CityTouch Ready partner. This includes the effort for configuring the luminaire as CityTouch Ready. The CityTouch Ready partner delivers the CityTouch Ready luminaire to the same customer.

The Philips connector nodes are not sold as separate components by Signify.



Luminaire assembly

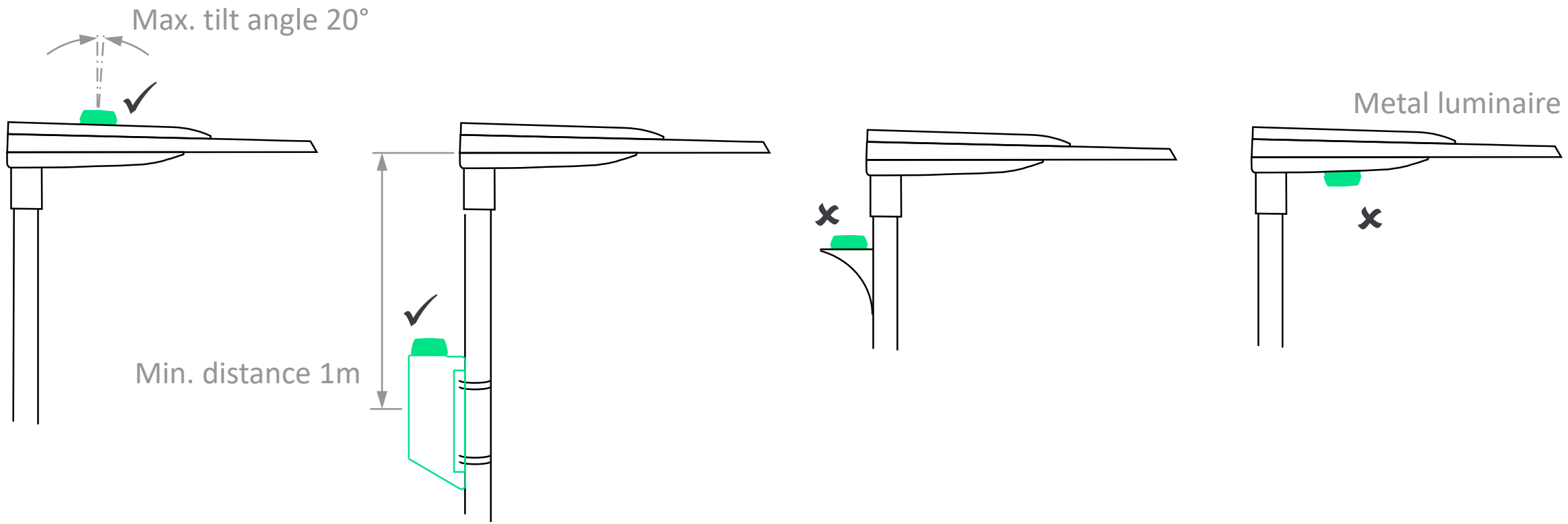
Luminaire requirements

A luminaire must meet the following requirements to be eligible to be CityTouch Ready

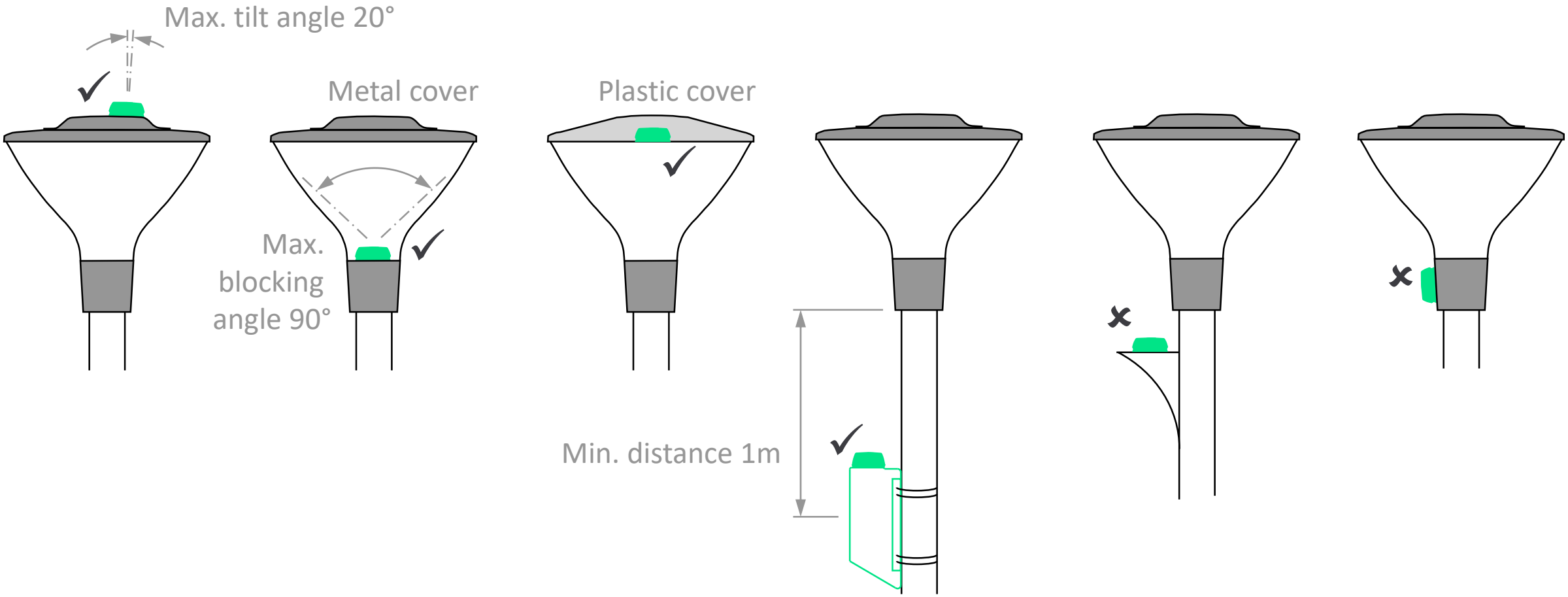
- The Philips connector node can be mounted on top of the luminaire, or inside the luminaire with a clear view of the sky
- The tilt angle of the Philips connector node should be below 20°, taking into account all the different possible mounting angles of the luminaire on the pole
- The auxiliary power unit, if needed, should be mounted inside the luminaire
- The luminaire should contain a CityTouch Ready supported driver

If your luminaire does not meet these requirements, please consult your CityTouch representative

Position of Philips connector node



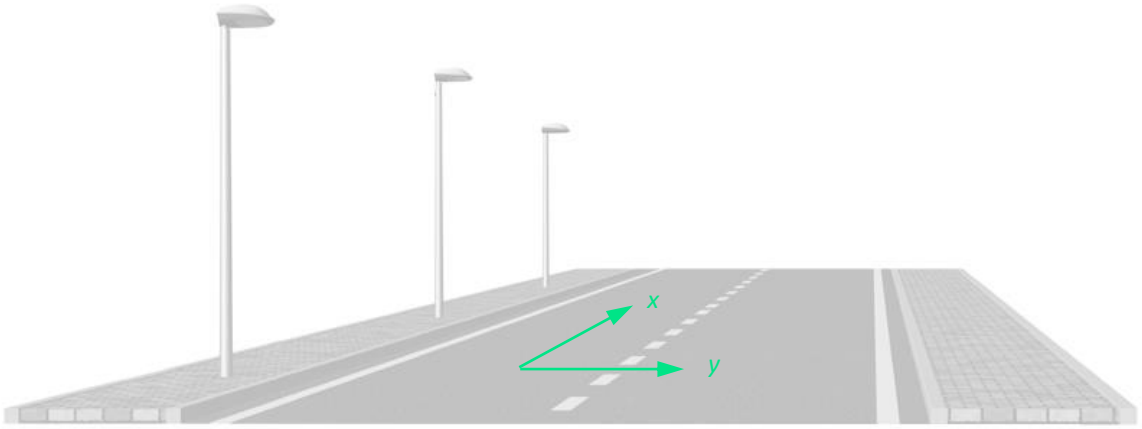
Position of Philips connector node

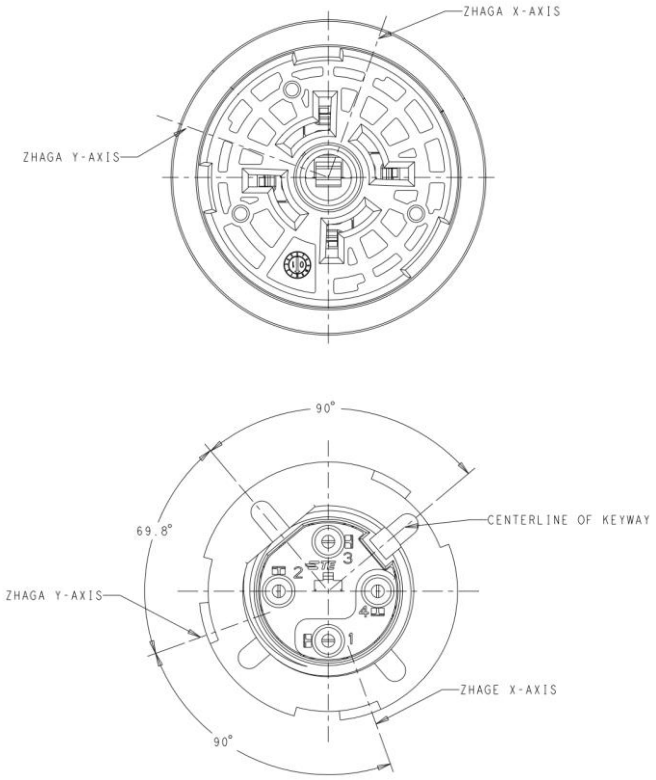


Rotational orientation of Zhaga socket

The rotational orientation of the Zhaga socket is defined in Zhaga book 18 for street lighting applications to ensure that the detection pattern of a motion sensor can be brought in line with the optical distribution of the luminaire.

The Zhaga x-axis is parallel to the driving direction; the Zhaga y-axis is perpendicular to the driving direction

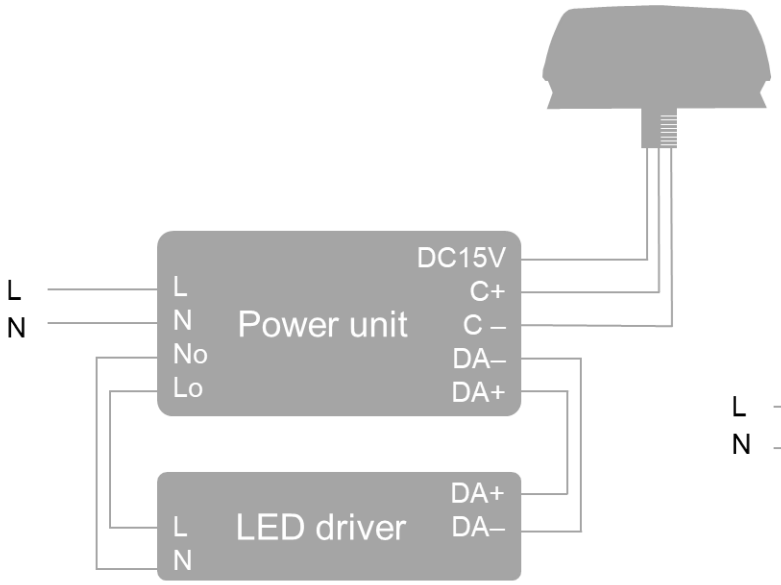




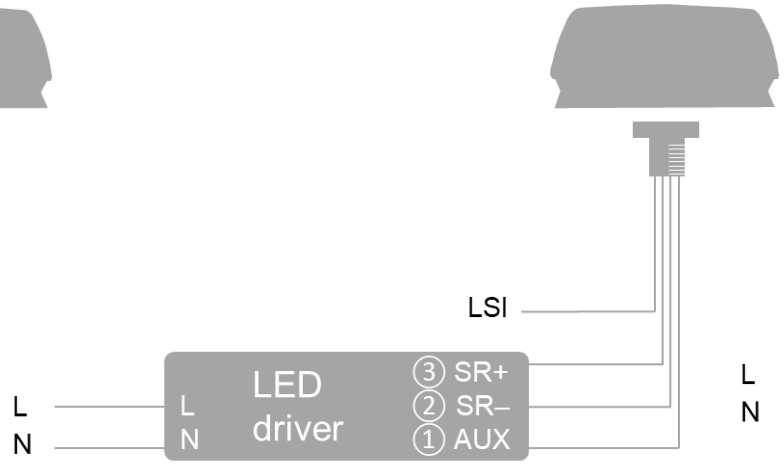
Source: Product Drawing TE Lumawise Endurance S; (top) top view; (bottom) bottom view

Wiring of Philips connector nodes

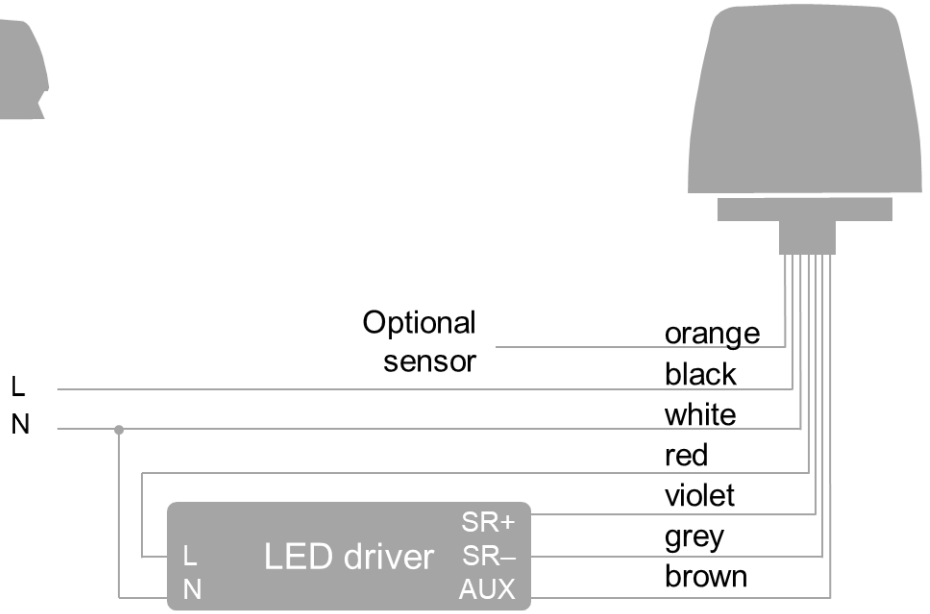
Philips connector node, auxiliary power unit and DALI dimmable LED driver



SR dimmable LED driver and Zhaga book 18 socket



SR dimmable LED driver and ANSI C136.41 NEMA socket



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Compliancy for combined equipment

In 2016 ETSI has published the guide ETSI EG 203 367 V1.1.1:

Guide to the application of harmonized standards covering articles 3.1b and 3.2 of the Directive 2014/53/EU (RED) to multi-radio and combined radio and non-radio equipment

This guide gives clear guidelines how to demonstrate compliance for combined equipment:

- The Radio product should show compliance to relevant Harmonized standards for both Safety Electromagnetic Compatibility and Radio Functions (RED Directive).
- When the Radio products is used with the Non-Radio Product according to the installation instructions as provided by the supplier **compliance of the combined equipment is secured** for both Safety and Radio Function
- If both non-radio and radio equipment operates at same time - which is usually the case - assessment of the combined equipment is required for **Electromagnetic Compatibility**.

Testing

The Philips connector nodes are CE and ENEC certified. It meets the requirements of Ingress Protection, EMC and GSM/GPRS spurious emissions:

- IP66, as specified in IEC60529
- Radio spectrum according ETSI EN 301 511
- EMC according CISPR22

The certificates and test reports are available on request.

It is advised to verify Ingress Protection and Electromagnetic Compatibility on the CityTouch Ready luminaire after assembly of the Philips connector node.

Luminaire programming

Hardware setup

Computer

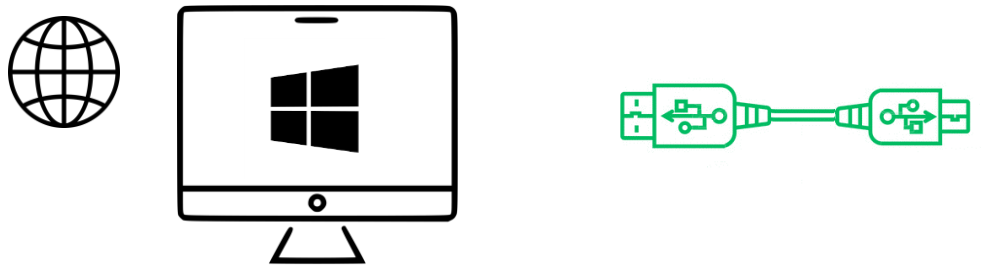
PC or laptop with Microsoft Windows 7, 8, 8.1 or 10

2 free USB 2.0 ports

At least 45 MB of free disk space

Microsoft .NET Framework 4.5 and above

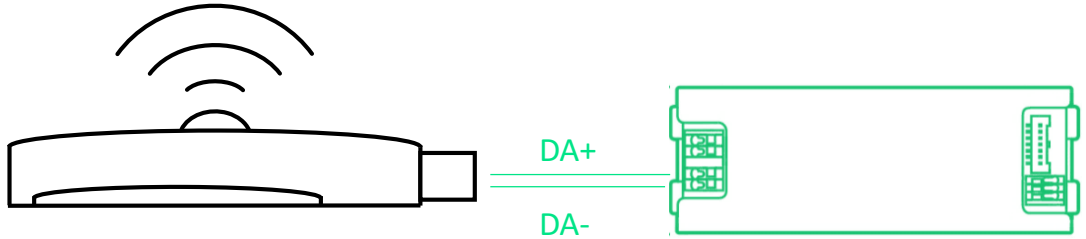
Internet connection



DALI interface

Philips MultiOne USB2DALI interface (LCN8600) with production date 2014 or higher

Black USB cable supplied with the MultiOne USB2DALI interface with a ferrite bead at the end of the mini-USB



Software

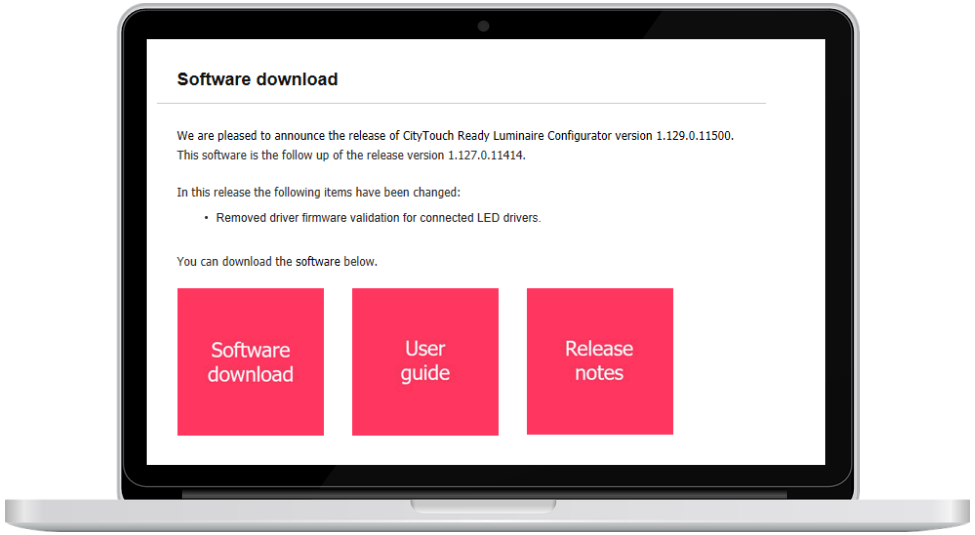
Factory software

Latest release of CityTouch Ready Luminaire Configurator can be downloaded from the IBM connections

Access to Interact database

FactoryLink account to Interact cloud database for uploading luminaire data files is provided upon certification

FactoryLink account can be used on multiple workstations



Luminaire configurator software

The CityTouch Ready luminaire configurator software provides a graphical user interface for

- Entering technical luminaire data
- Generating unique luminaire serial number (ServiceTag)
- Programming luminaire (LED driver and/or Philips connector node)
- Testing power consumption and dimming capability of luminaire
- Generating luminaire data file for each luminaire
- Uploading luminaire data file for each luminaire to CityTouch database
- Printing unique luminaire serial number

Steps in luminaire programming

0% Put Philips connector node in DALI slave mode (USB2DALI interface is DALI master)

10% Read out LED driver and Philips connector node (e.g. serial number, firmware version)

Write configuration into LED driver (e.g. Operating Current, Thermal Protection, Operating Mode)

35% Write configuration into Philips connector node (e.g. Constant Lumen, Switch type, life time, ServiceTag)

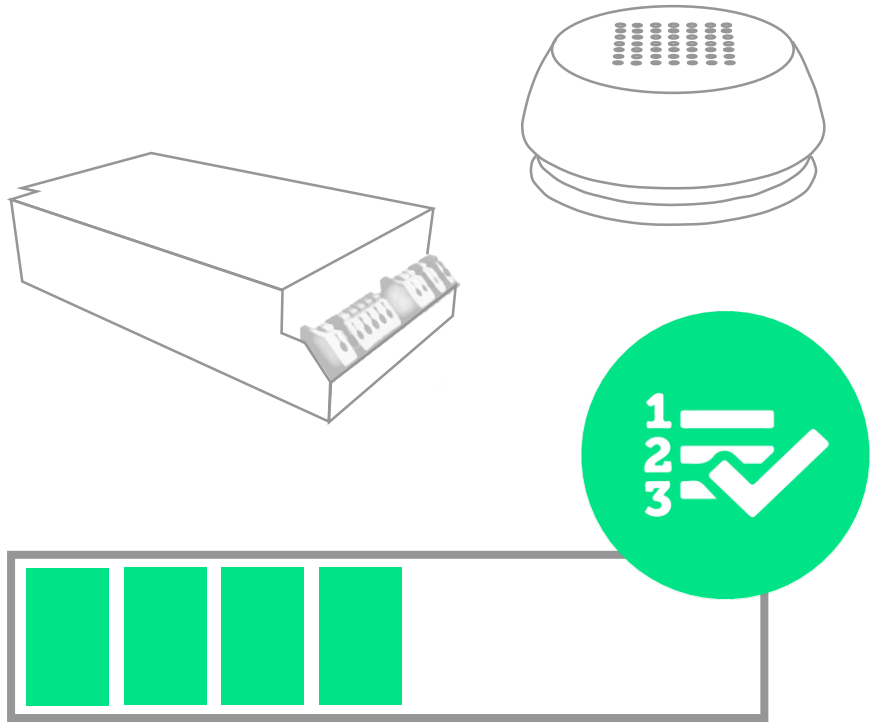
60% Generate output xml file

70% Light-up and power consumption test at 100% dimming level

75% Dimming and power consumption test at 50% dimming level

99% Upload xml file to CityTouch database

Show (and print) ServiceTag number



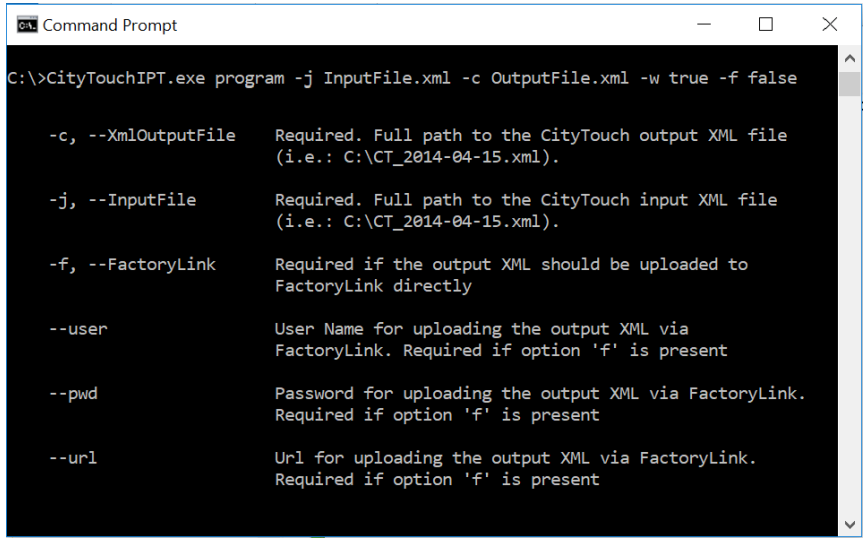
Luminaire Programmer software

Luminaire Programmer is command line tool

Luminaire Programmer shares same core as Luminaire Configurator

Technical luminaire data in xml format are generated via other means (e.g. SAP)

Function	Luminaire Configurator	Luminaire Programmer
Enter technical luminaire data	●	
Generate unique luminaire serial number	●	
Program LED driver	●	●
Program Philips connector node	●	●
Perform acceptance test	●	●
Generate luminaire data file	●	●
Upload luminaire data file to CityTouch database	●	●
Print unique luminaire serial number	●	



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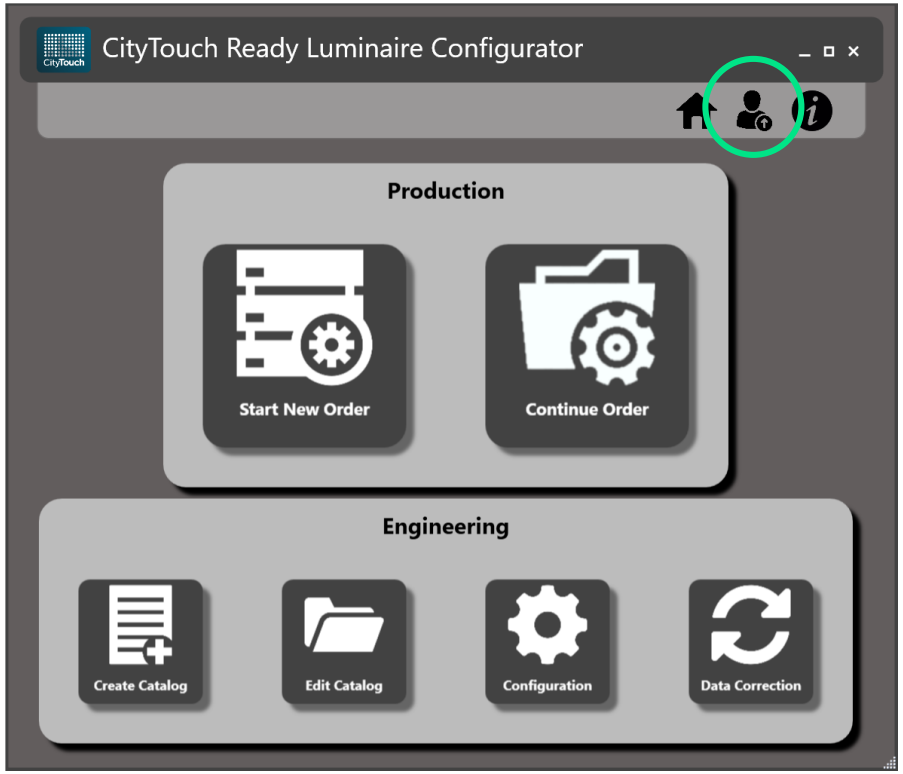
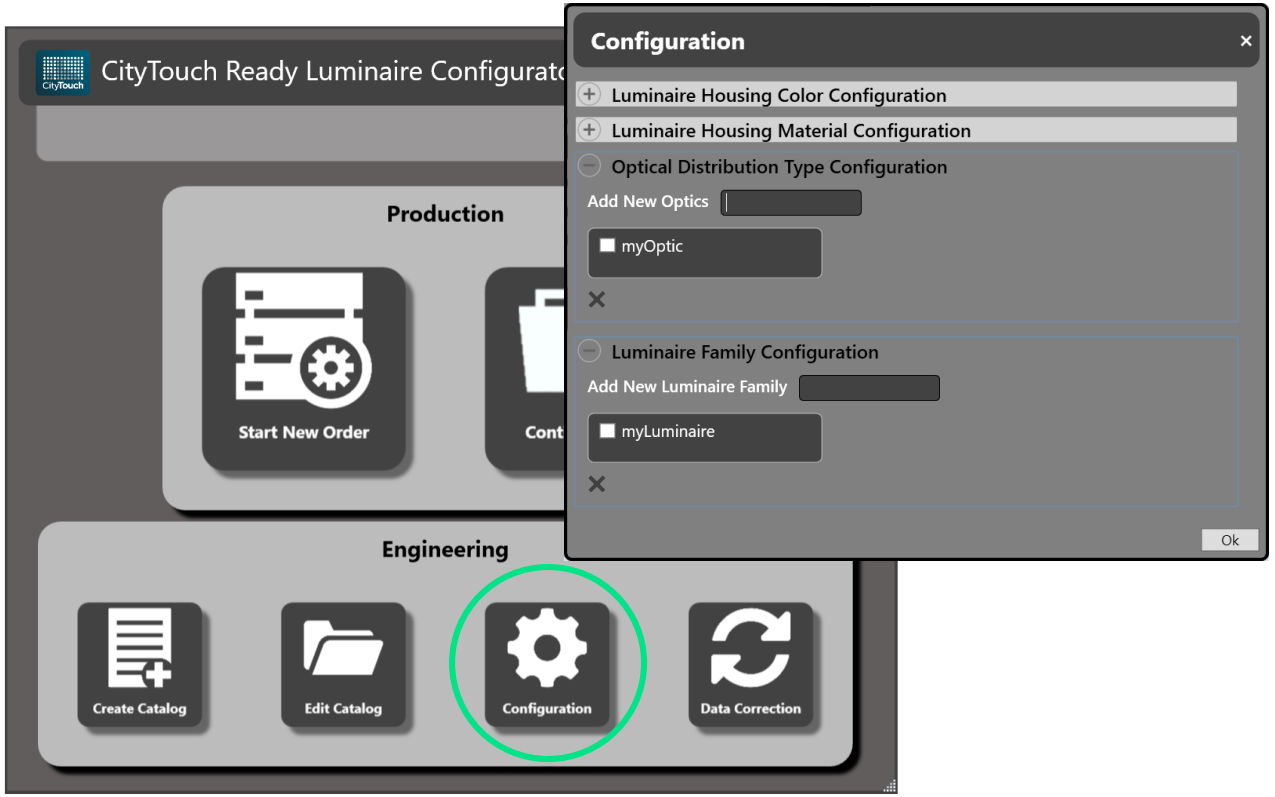
On first use of Luminaire Configurator software

Activate automatic luminaire file upload to CityTouch database

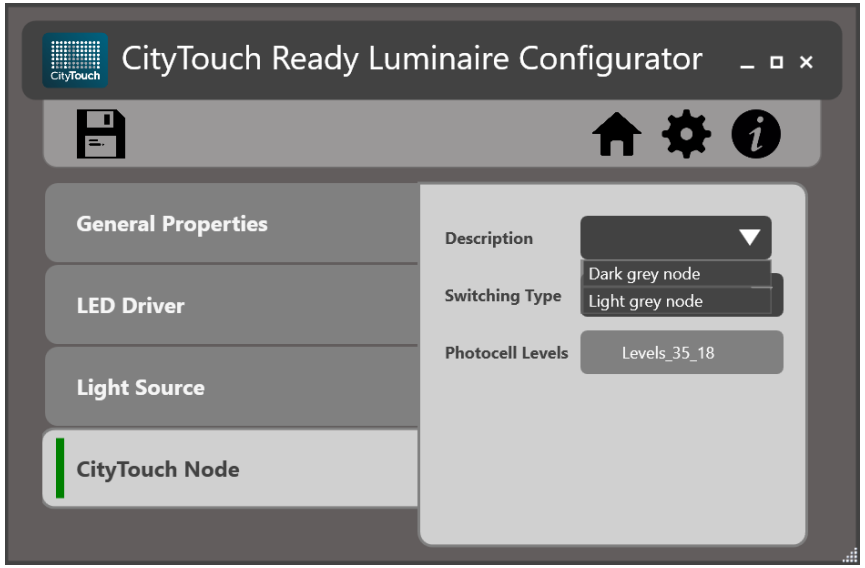


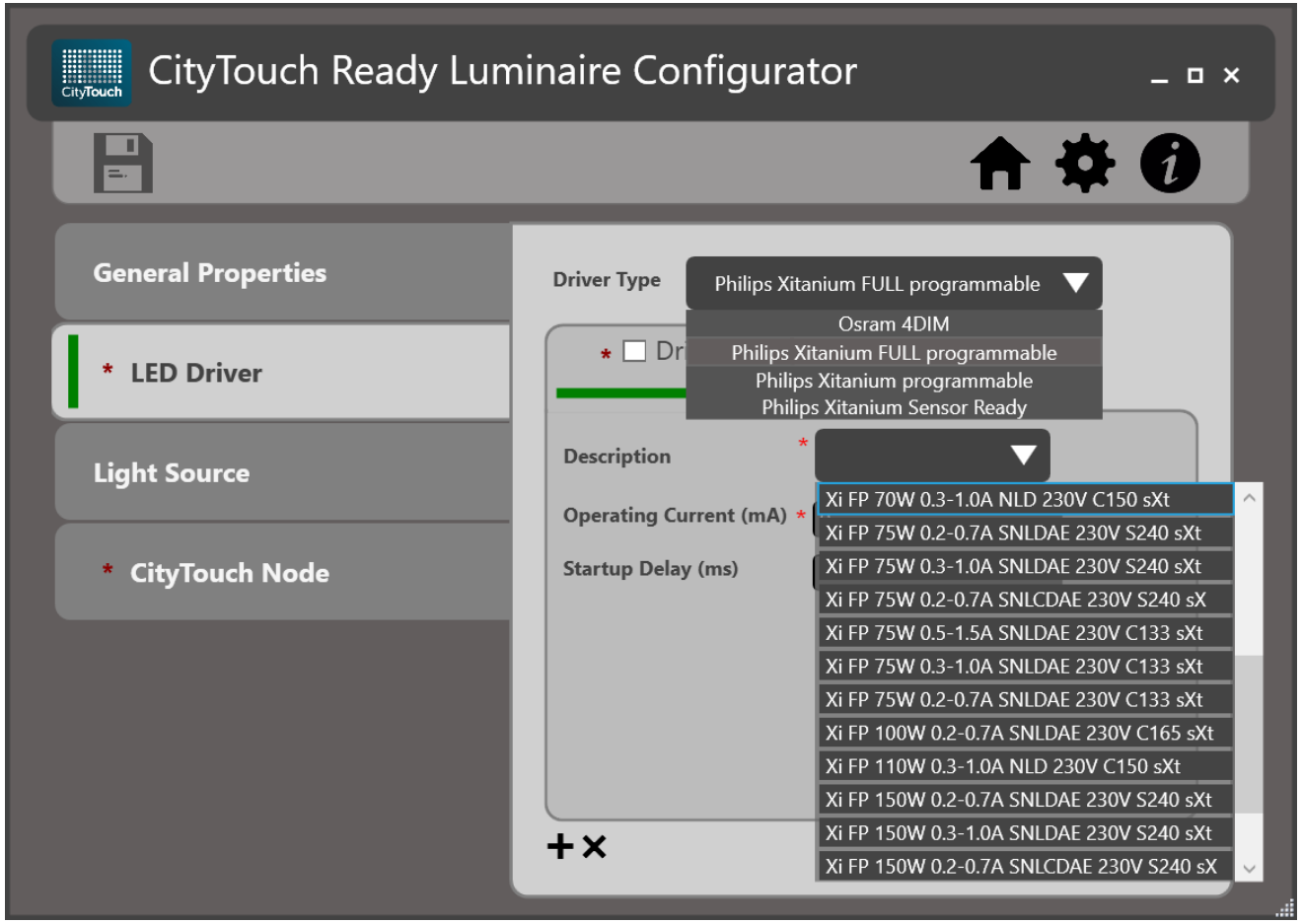
Create local database of luminaire vendor properties, such as brand, luminaire names, optical distributions



Philips DALI LED driver with integrated Philips connector node

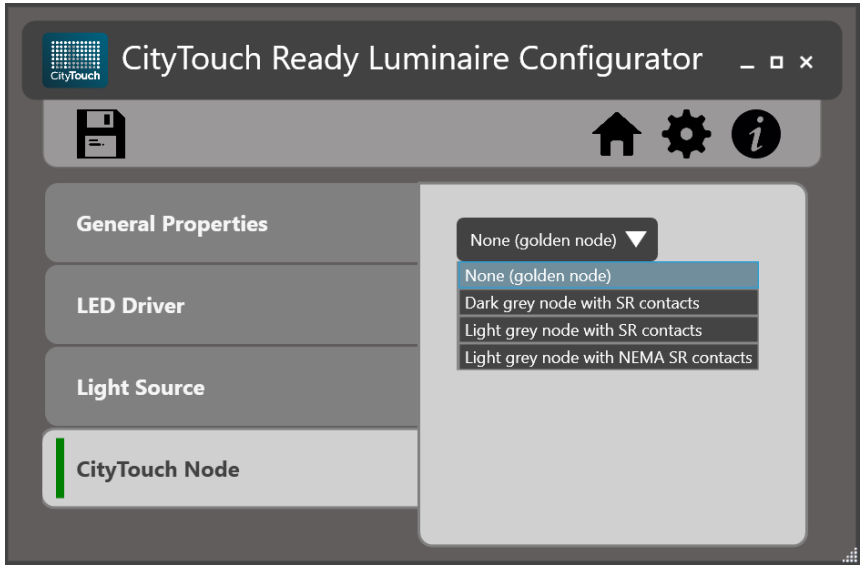
- Under the **LED Driver** tab, select under **Driver Type** either **Philips Xitanium FULL programmable** or **Philips Xitanium programmable**
- The corresponding list of supported LED drivers and Philips connector nodes is filtered

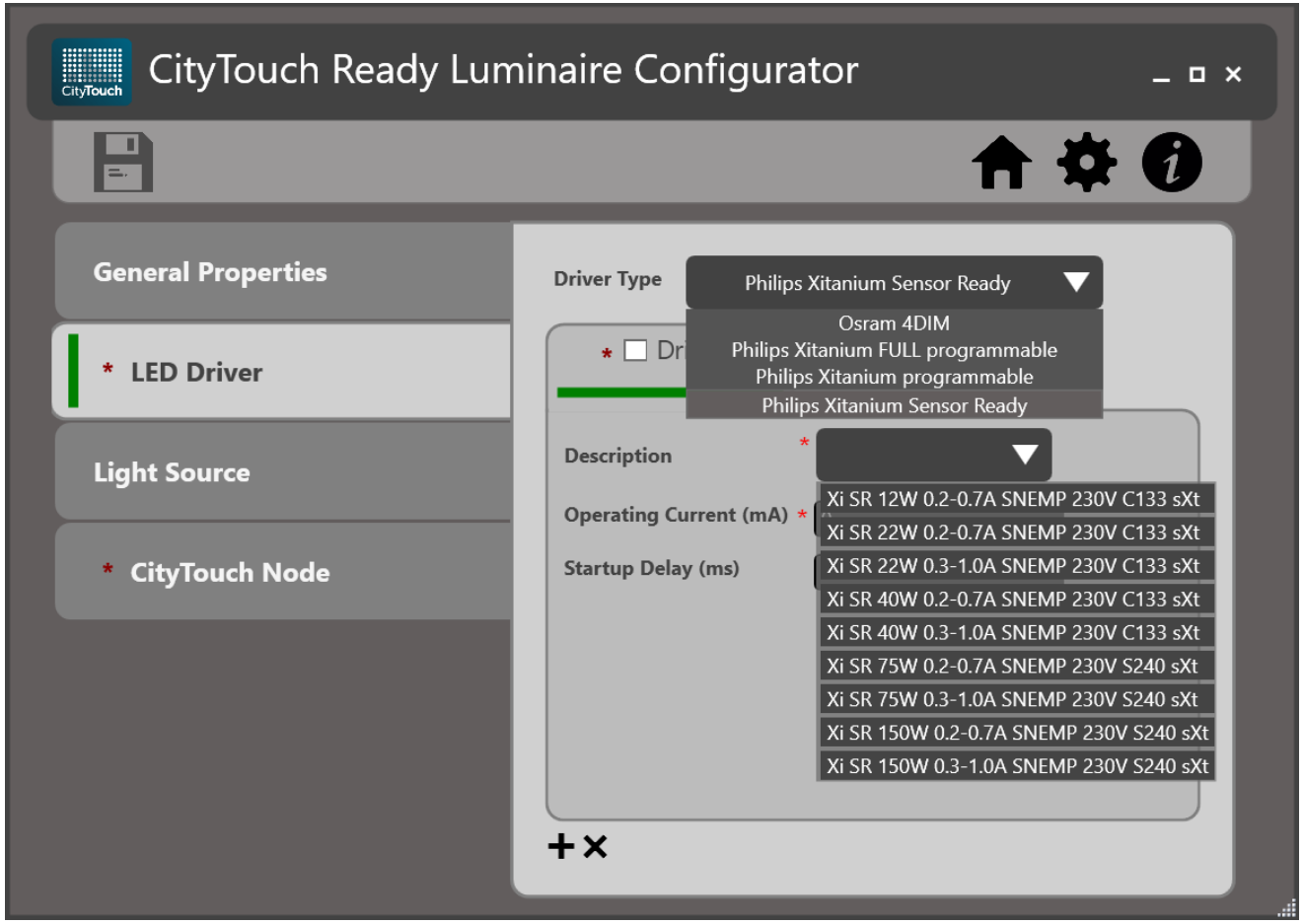




Philips SR LED driver with factory installed Philips connector node

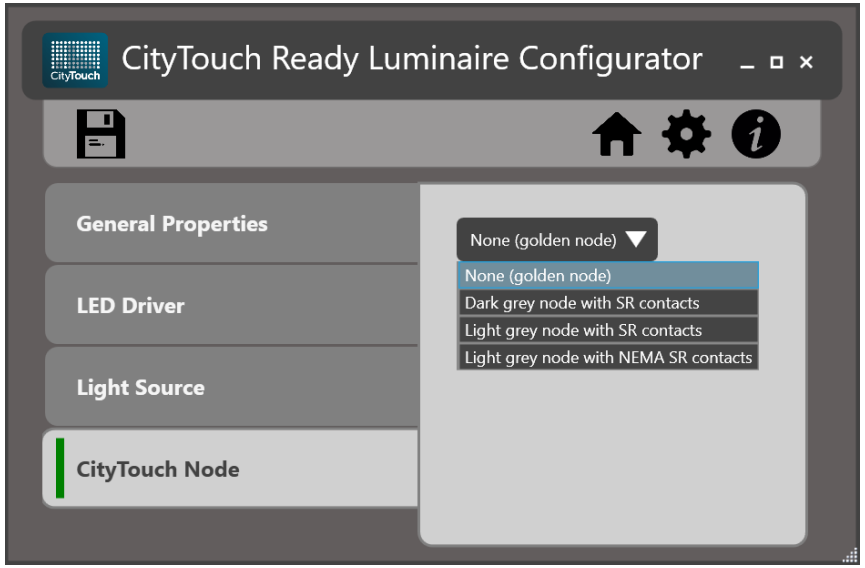
- Under the **LED Driver** tab, select under **Driver Type Philips Xitanium Sensor Ready**
- The corresponding list of supported LED drivers and Philips connector nodes is filtered

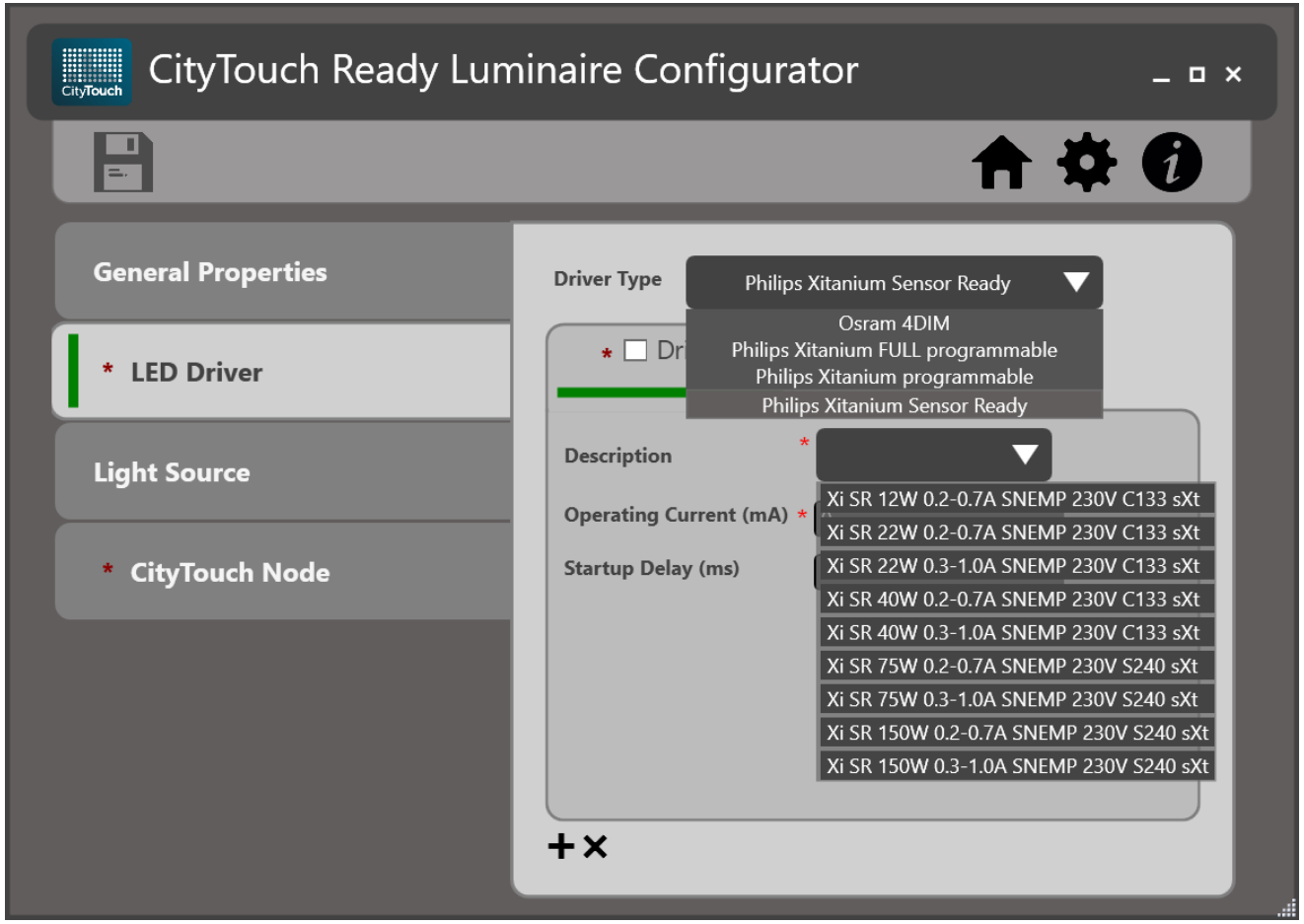




Philips SR LED driver with socket only (field installed Philips connector node)

- Under the **LED Driver** tab, select under **Driver Type Philips Xitanium Sensor Ready**
- Under the **CityTouch Node** tab, select **None (golden node)**
- Attach golden node during programming



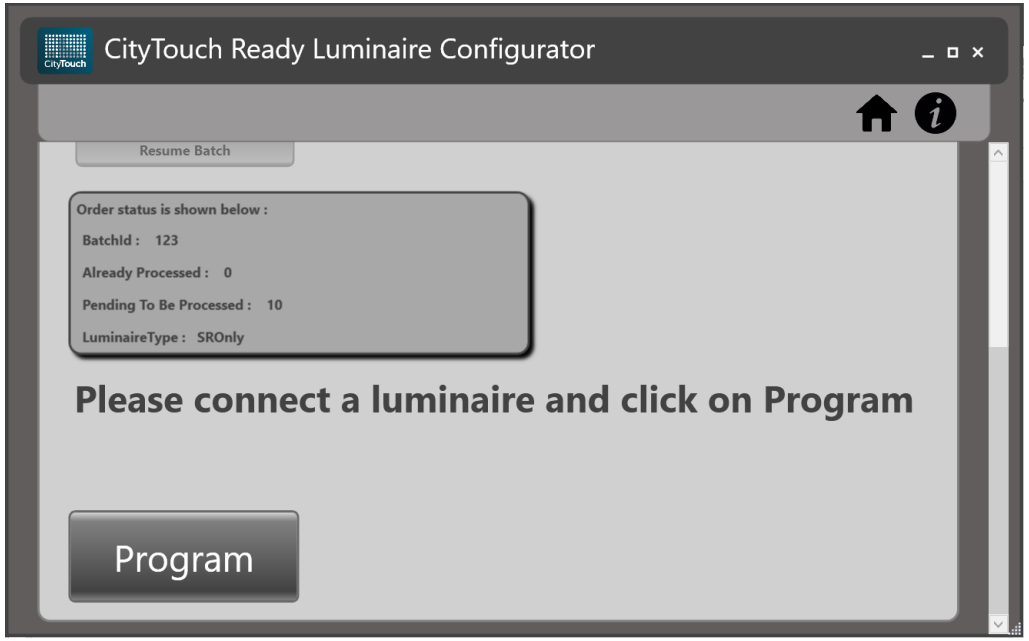


Program luminaire

Follow sequence to start programming luminaires

1. Connect MultiOne USB2DALI interface to computer and luminaire's DALI bus
2. Launch the CityTouch Ready Luminaire Configurator software
3. Program production order of identical luminaires

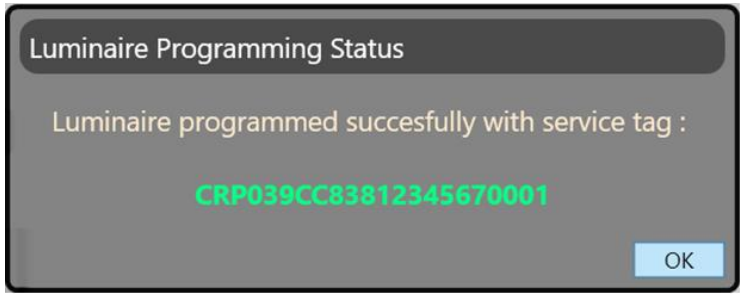
A CityTouch Ready luminaire is only programmable during the first 10 seconds after power-on. After the 10 seconds, programming is no longer possible. You then need to switch off the luminaire and switch it on again.



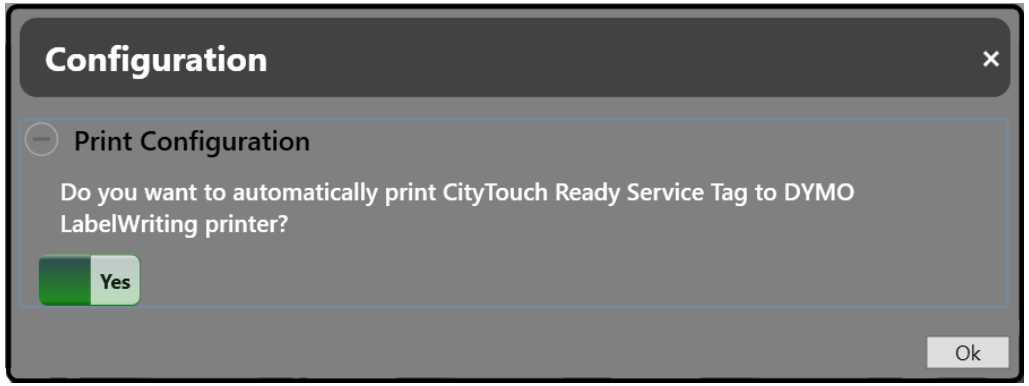
Print unique serial number

A unique serial number (Service Tag) is generated for each luminaire after successful programming.

This number should be printed to a label and be clearly visible on the luminaire.



The software supports automatic printing of the unique serial number to the Dymo LabelWriter 450 Duo.



Error messages

Error message	Observation	Root cause	Solution
No MultiOne dali probe found		MultiOne Dali interface overload	Re-connect MultiOne Dali interface Re-launch Luminaire Configurator software
100% Actual wattage not in range		Incorrect data	Review Luminaire Power Consumption
		Incorrect wiring between LED driver and LED module	Check wiring
		Defect LED driver	Replace LED driver
		Defect LED module	Replace LED module
DALI communication error		Reversed SR (SR+, SR-) between LED driver and connector node	Check wiring
Cannot connect to Commbox	Light, blinking status LEDs after 30 sec	MultiOne Dali interface overload	
	Light, no blinking status LEDs after 30 sec	Broken connector node	Replace connector node
	No light	No mains power	Check mains power wires
		Incorrect wiring (AUX, SR+) between LED driver and connector node	Check wiring
		Defect connector node	Replace connector node

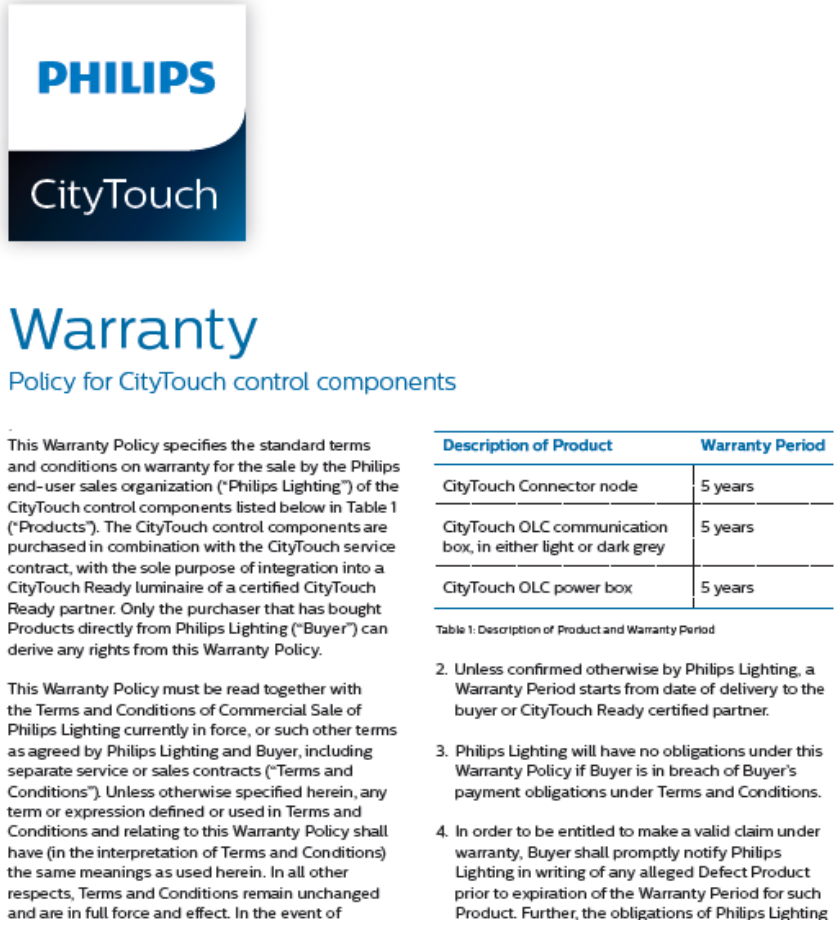
Service and repair

Warranty

Each party shall conclude separate Warranty Terms with the customer for its own supplied goods without any right to await a warranty coverage or product liability from each other

Signify provides a 5 year warranty on the Philips connector nodes to the customer.

In case of a defect Philips connector node, luminaire vendor will provide an aftersales service to support the exchange of the connector node, either by replacement of specific components within the luminaire or by a full luminaire replacement. All costs arising from the luminaire vendor aftersales service will be chargeable to the final customer.



PHILIPS
CityTouch

Warranty

Policy for CityTouch control components

This Warranty Policy specifies the standard terms and conditions on warranty for the sale by the Philips end-user sales organization ("Philips Lighting") of the CityTouch control components listed below in Table 1 ("Products"). The CityTouch control components are purchased in combination with the CityTouch service contract, with the sole purpose of integration into a CityTouch Ready luminaire of a certified CityTouch Ready partner. Only the purchaser that has bought Products directly from Philips Lighting ("Buyer") can derive any rights from this Warranty Policy.

This Warranty Policy must be read together with the Terms and Conditions of Commercial Sale of Philips Lighting currently in force, or such other terms as agreed by Philips Lighting and Buyer, including separate service or sales contracts ("Terms and Conditions"). Unless otherwise specified herein, any term or expression defined or used in Terms and Conditions and relating to this Warranty Policy shall have (in the interpretation of Terms and Conditions) the same meanings as used herein. In all other respects, Terms and Conditions remain unchanged and are in full force and effect. In the event of

Description of Product	Warranty Period
CityTouch Connector node	5 years
CityTouch OLC communication box, in either light or dark grey	5 years
CityTouch OLC power box	5 years

Table 1: Description of Product and Warranty Period

2. Unless confirmed otherwise by Philips Lighting, a Warranty Period starts from date of delivery to the buyer or CityTouch Ready certified partner.

3. Philips Lighting will have no obligations under this Warranty Policy if Buyer is in breach of Buyer's payment obligations under Terms and Conditions.

4. In order to be entitled to make a valid claim under warranty, Buyer shall promptly notify Philips Lighting in writing of any alleged Defect Product prior to expiration of the Warranty Period for such Product. Further, the obligations of Philips Lighting

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Complaint registration

CityTouch Ready partner can request, on behalf of customer, spare parts of the Philips connector node via local Contact Center

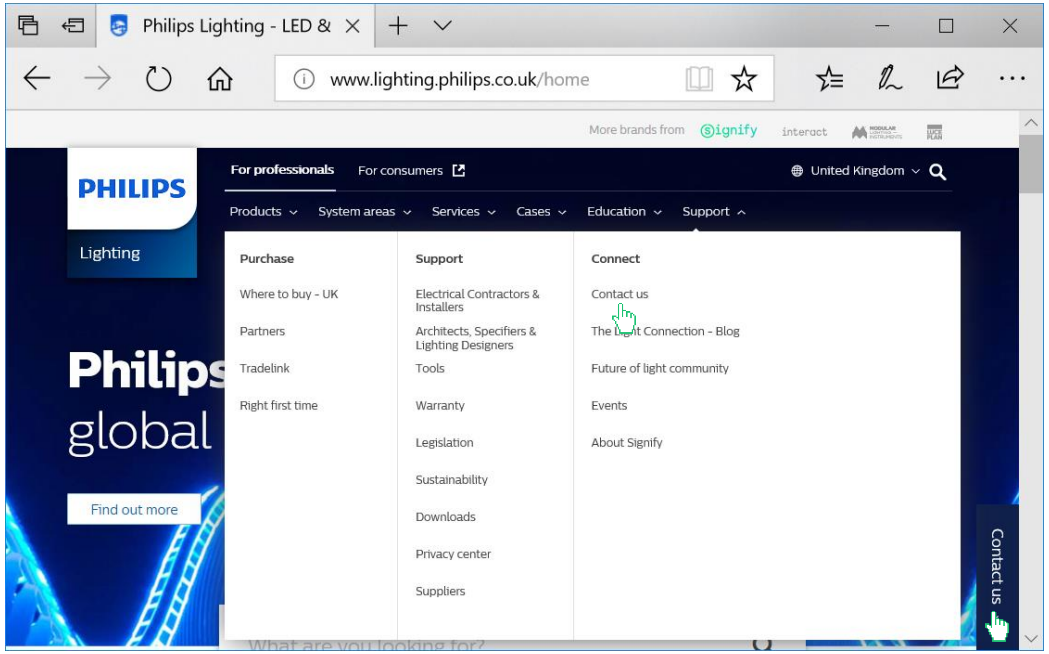
1. Fill out complaint registration form

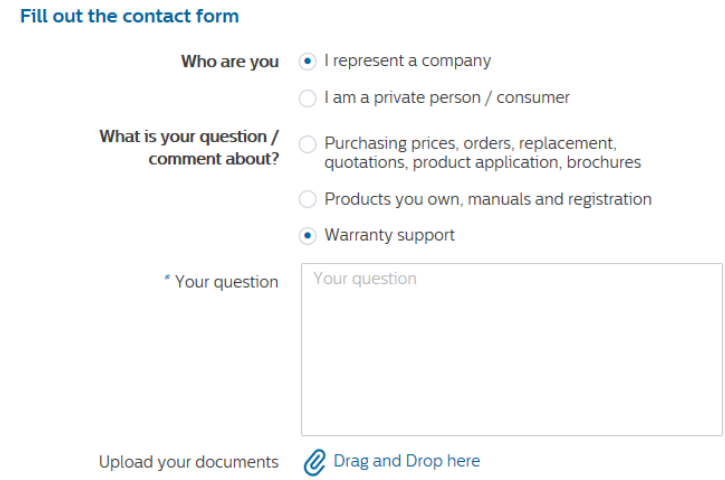
   Complaint form

2. Contact your local Contact Center

   www.lighting.philips.ccTLD, where ccTLD = country-code top-level domain (e.g. nl, de, fr)

3. Fill out the contact form and upload complaint registration form



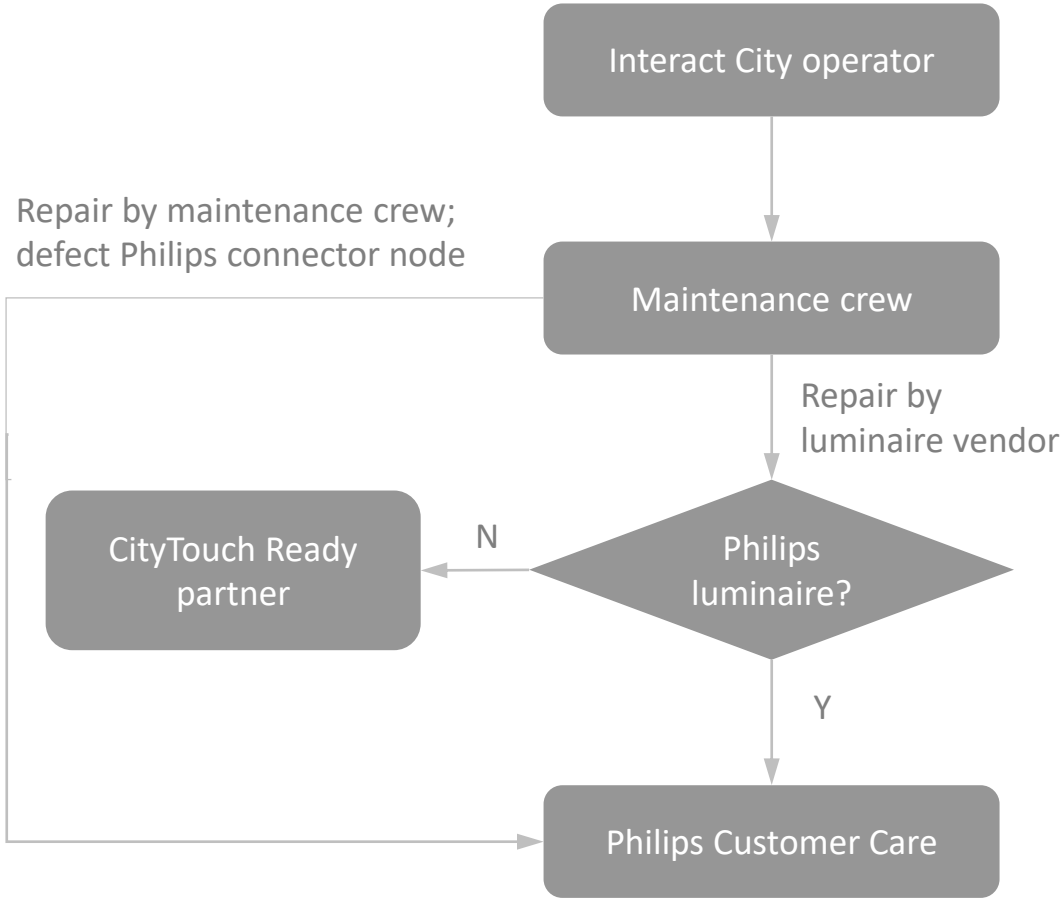


Roles & responsibilities

Interact City operator manages street lighting assets using the Interact City software. Is notified of malfunction CityTouch Ready luminaire. Sends maintenance crew to inspect malfunction CityTouch Ready luminaire.

Maintenance crew locally inspects lighting installation and malfunction luminaire. Decides to replace or repair luminaire. If authorized by luminaire vendor, will diagnose fault and replace defect components.

Luminaire vendor repairs luminaire in case maintenance crew is not authorized to open the luminaire, or if the luminaire is sealed for life.



Service and repair manual

Signify provides the same service and repair manual to the lighting operator of the Interact City software, the maintenance crew, and the CityTouch Ready partner.

It provides guidelines for the diagnosis and repair of CityTouch Ready luminaires containing the Philips connector node.

For effective root cause analysis, it is recommended to ask the Interact City operator for the fault message reported in the Interact City software.

Example: Philips connector node not reachable

This fault message indicates that the communication between the CityTouch Ready luminaire and Interact City has stopped.

Potential causes for this problem are the following:

- No mains power to the luminaire
- No network coverage
- GSM/GPRS network issue
- Malfunction Philips connector node
- Malfunction SR LED driver

Action

1. Check if there is a Philips connector node present on the luminaire.
2. Check locally if the luminaire is powered. For a switched power grid, turn on the power in the cabinet. For a continuous power grid, measure the power in the pole. Disable the mains power for at least 10 seconds and re-apply.
3. Check wiring between components according to the installation instructions.
4. Perform failure diagnosis components.

Component replacement

Always use new replacement components. Do not use components from another luminaire.

Philips connector nodes do not have to be programmed after replacement.

Only for hard-wired integrated communication box (LLC725x), hardware address (QR code) of malfunction and replacement part must be provided to customer.

Same feature configuration must be programmed into LED driver (operating current, thermal protection, dimming interface)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