



# Six keys to better lighting management

*Lighting and electrical outages are dangerous, frustrating, costly—and largely avoidable. As facilities grow, lighting and electrical systems must keep pace. You can avoid costly breakdowns and unhappy tenants with proactive maintenance. Here are six keys to choosing a partner who will keep the lights on and facilities running smoothly.*

## **Key #1: Choose a maintenance contractor with fairness and integrity**

How do you know if charges from a lighting and electrical contractor are fair and accurate? Most lighting and electrical service occurs when you're not on the property. To make up for low labor pricing, some contractors charge much more for essential materials. With our fair market pricing on labor and materials, our services may save you more than "low labor" pricing.

The accuracy of invoiced services can be a problem for property managers, especially when you can't observe the work. At LTS Property Services, specialized software creates a custom map of all lighting and electrical devices we service on a property. It's a detailed visual record of the site and repairs, so nothing gets missed and repairs aren't duplicated. With LTSPS, there is full transparency and accountability. You will have confidence in every detail of the work you pay for.

Our techs label each device with an ID number and date code. Thus, we monitor services rendered and track warranty coverage. Service invoices detail the exact equipment ID number on every invoice. If we replace a fixture that's less than a year old, it's free.

Property managers, electricians, and account managers can access the same virtual map to enhance collaboration and accountability. Our mapping also supports accurate bids—we count fixtures, budget the time per service call, and tally the cost of potential replacement parts based on this detailed map. You can rely on our bids and invoices because they're backed by rigorous data.

## **Key #2: Expect high-quality parts**

Your lighting and electrical contractor should only use name-brand, reputable and proven products—cheap knock-offs cost more in the long-run. Quality products last longer and reduce the number of service calls to replace them. That's how we can offer a one-year warranty on all lighting products and save you money with fewer replacements.

## **Key #3. Know who to call if there's a problem**

A lighting maintenance partner should know your property inside and out. With LTS Property Services, you'll have a dedicated account manager who knows the property, can field questions or concerns, resolve issues, and provide quotes on requested services. You'll never have to wonder who to call. Your account manager will also follow up after service calls to ensure LTS crews accomplished the work they documented.

## **Key #4 - Improve safety and reduce liability**

Regular maintenance means finding small problems before they escalate into costly breakdowns. Two inspections we recommend are annual thermal scans of electrical panels and bi-annual ultrasonic light pole testing.

An annual infrared inspection can spot electrical trouble you can't see. Thermal cameras "see" heat, not visible light. Technicians can quickly scan hazardous high-voltage targets prone to overheating, including electrical panels, turbines, and compressors. The thermal video displays extreme differences in



California commercial property managers rely on LTSPS for lighting retrofits and maintenance, lighting controls, signing, security systems, and card access and EV chargers.



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heat and can measure surface temperatures. Hot components will appear bright and require further investigation. LTS Property Services technicians include thermal images in their proposals for repairs.

Exterior lighting poles and parking lot poles pose their own hidden danger: rust. Hidden rust can corrode a pole. If it falls there's a risk to both people and property. An ultrasonic pole test uses sonar technology to measure the thickness of a pole's metal base. If it's too thin, a new pole is needed. The average cost to replace a standing pole is \$2000, but more than \$3500 once it has fallen. Bi-annual ultrasonic pole testing is a cost-effective way to avoid liability from injuries or damage to vehicles and property, in addition to reducing replacement costs.

#### **Key #5 – Plan for and expect emergencies**

Even with regular maintenance, equipment can fail at a moment's notice. Tenants will always appreciate a swift response to sudden outages or electrical problems. LTS Property Services crews are ready 24/7 to respond to fallen light poles, weather-damaged equipment, or simple mechanical failure. Our electricians and technicians will expertly inspect and repair systems to get them working as soon as possible.

#### **Key #6 – Choose billing which fits your budget**

Get maximum budget flexibility when you choose from a range of options for regular maintenance. Choose from twice-monthly, monthly (our most popular), quarterly, or semi-annual service.

LTS Property Services offers three billing choices. First, you can contact us as needed—we'll bill you for time and materials. Second, a progressive contract charges a fixed labor cost for rendered service, plus materials. Your monthly bill will vary based on the amount of replacements. Thirdly, our "all-inclusive"

contracts bill a fixed monthly fee for all labor and materials, thus delivering monthly budget stability.

#### **Included in your lighting maintenance contract**

**Quality products** – We choose only proven, reliable products from established manufacturers

**Property map** – Our team plots all fixtures on a map with an ID number for improved communication and service verification

**Accountability** – Our proprietary system documents all work performed for monthly verification of services

**Warranty** – With our verification programs and high-grade materials we offer a full 1 year material warranty (excluding incandescent lamps)

**Payment options** – Choose from three types of monthly billing

**Recycling** – You won't have to recycle lamps per EPA requirements, we'll take care of it

**Energy audits** – To reduce electrical and maintenance costs, we'll survey properties for energy upgrades

#### **Additional services**

**Ultrasonic pole testing** – Prevent fallen parking lot light poles. We'll test rust and corrosion levels bi-annually

**Infrared testing** – We'll test electrical equipment annually to detect faulty components before there's damage or outages



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