The NX Remote Connect provides remote service and support for quick and secure monitoring, diagnostics and maintenance.

The NX Remote Connect enables higher quality of service and faster resolution of any on-field issues pertaining to the NX system. End users such as facility managers and on-site maintenance personnel can get greater peace of mind having HCS on their back, ensuring their system is maintained, always updated and trouble-free. Now, they do not need to second guess who to call if they have a question or an issue related to the NX System. Having NX Remote Connect is equivalent to having an HCS service buddy with you on your own premises!

Annual service plan
NX Remote Connect when deployed, comes with a 1 year service plan for remote diagnostics and maintenance that offers relief from any unplanned interruptions, support for firmware updates and scheduling changes that the facility managers may require assistance with, all at no extra cost to them.

Built Right in for New Deployments
The NX Area Controller is now offered with the option of a pre-installed Remote Connect Device (Cellular Modem) from the factory. The modem and service can be activated at the time of commissioning.

Easy Upfit for Existing Deployments
The standalone remote connect modem option allows existing Area Controllers to easily be upfitted with this capability. Existing customers can then easily get their remote service plan activated at any time.
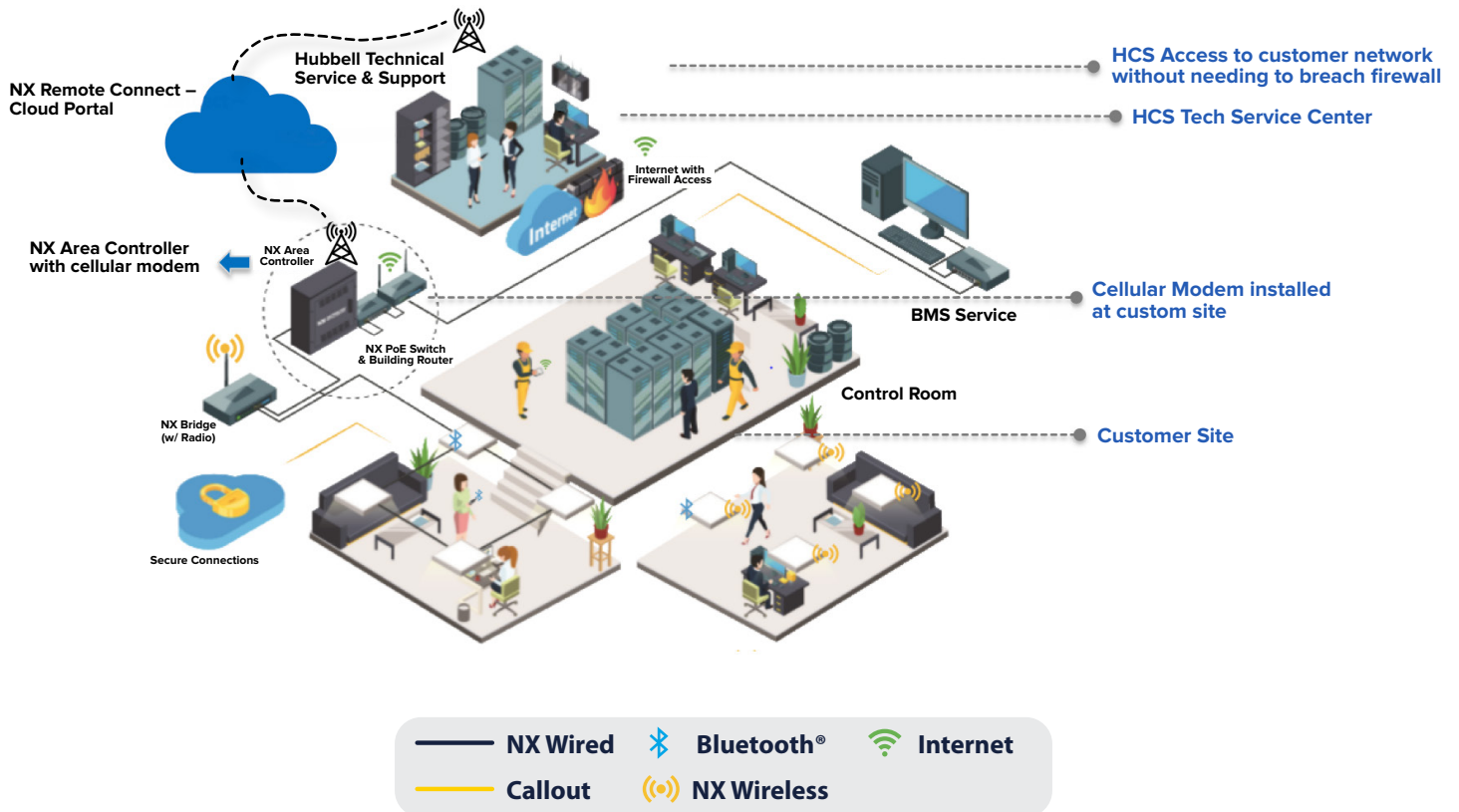
Commitment with Flexibility
As a remote connect customer, you always start with 1 year plan. After that there is flexibility over the service renewal. Once the customer renews which can be any time after the first year, we only ask for 1 year minimum commitment.

Security
Connection to the Remote Connect device is secure as has been verified by our comprehensive vulnerability testing. Facility managers can have peace of mind witht he knowledge that remote access to their NX System by us, is completely secure.

A Connected Lighting Solution with NX Remote Connect

NX Remote Connect – Cloud Portal

Hubbell Technical Service & Support

HCS Access to customer network without needing to breach firewall

HCS Tech Service Center

Internet with Firewall Access

NX Area Controller with cellular modem

NX Area Controller

NX PoE Switch & Building Router

Cellular Modem installed at custom site

BMS Service

Control Room

NX Bridge (w/ Radio)

Customer Site

Secure Connections

———	**NX Wired**	✶	**Bluetooth®**	📶	**Internet**
———	**Callout**	((•))	**NX Wireless**		

Technical Service Center

Hubbell Control Solutions offers customers a wide variety of services, a wealth of field experience and the highest quality products. We are committed to the same level of quality when providing technical service and support.

HCS Tech Services offers standard warranty, extended warranty plans and annual remote service plan. For complete details and sign-up, contact 1-800-Hubbell-Tech Support. For service renewals after 1 year included service expires, contact Tech Services also.

Remote Diagnostics

BACnet Integration Support

Start-up Services

Remote Firmware Updates

Best-In-Class Warranty

Comprehensive Training Programs

HUBBELL®
Control Solutions

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