

# Digital Home Gold Support

| <b>Description</b>  |  |  |  |
|---|--|--|--|
| <p><b>Annual Maintenance Plan</b></p> <p><u>Included:</u></p> <ul style="list-style-type: none"> <li>Unlimited Email &amp; Text Remote Support (24x7, 365)</li> <li>ISP internet speed monitoring (Report as requested)</li> <li>Quarterly reports showing system health, support tickets, and remote resolutions</li> <li>Exact model for model product replacement in the event of hardware failure.</li> </ul> <p>If a product fails within the manufacturer’s warranty, the customer will be responsible for the associated shipping charges. If the product is out of warranty or no longer available, the customer will be responsible for all related labor, shipping, repair, and/or replacement costs. Exception: Labor associated with failures caused by user error or 3rd Party participation will be billable.</p> <p><u>Items Explicitly Not Covered:</u></p> <ul style="list-style-type: none"> <li>Lutron programming (shades/lighting) changes after project completion Client Lutron</li> <li>Savant programming (control system) changes after project completion Client Control</li> <li>Additions of new hardware not included in the original system design (New</li> <li>Network reconfiguration due to ISP change</li> <li>Service related to 3rd Party Interference /Modification/Client “Assistance”</li> </ul> <p><u>Please Note:</u></p> <ul style="list-style-type: none"> <li>All AV maintenance clients must meet the Digital Home remote access hardware standard before receiving Unlimited Remote Support. All sites must have, at minimum, a Araknis OVRC enabled router (\$239.95), and Wattbox network managed power distribution (\$749). Some control systems may also require a remote PC or Mac for full remote access. The cost of the new product and labor (installation, configuration, etc.) will be the responsibility of the customer.</li> <li>Your Maintenance agreement will automatically renew one year from the date of signature unless cancelled 30 days prior to expiration.</li> <li>Travel outside of the Northern NJ will incur an additional Travel Charge of \$150 per incident.</li> </ul> |  |  |  |

# FAQ

| Internet/ TV Provider FAQ   | Equipment | Labor |
|---|-----------|-------|
| Remote internet connectivity and speed monitoring with quarterly reports                | N/A       | ✓     |
| Unlimited remote support for initial troubleshooting related to cable box Issues        | N/A       | ✓     |
| Coordination with provider due to replacement of defective provider equipment           | Provider  | \$    |
| Coordination with provider due to change of service (ex. Spectrum to FiOS)              | Provider  | \$    |
| On-Site Service calls related to issues found to be caused by the service provider      | N/A       | \$    |
| On-Site Service calls for issues that could have been resolved remotely (ex. Cable Pwr) | N/A       | \$    |

| Network FAQ   | Equipment                 | Labor |
|---|---------------------------|-------|
| Remote firmware upgrades of Digital Home network equipment                        | N/A                       | ✓     |
| Unlimited remote reboots of connected network equipment (including WiFi)          | N/A                       | ✓     |
| Replacement of defective network equipment within warranty                        | Shipping                  | ✓     |
| Replacement of defective network equipment out of warranty or no longer available | Replacement Cost/Shipping | \$    |
| Coordination with a 3rd party to open ports for devices such as NAS               | N/A                       | \$    |
| Remote or on-site service due to 3rd party intervention or user error             | Replacement Cost/Shipping | \$    |

| Control System (Savant) FAQ  | Equipment                 | Labor |
|--|---------------------------|-------|
| Unlimited remote troubleshooting and system monitoring                                       | N/A                       | ✓     |
| Unlimited email & phone support for remote controls, apps, and scene creations questions     | N/A                       | ✓     |
| Savant system firmware updates required for system stability - Minor (Example: 9.1 to 9.2)   | N/A                       | \$    |
| On-site service if remote resolution is not possible (system unresponsive or wrong response) | N/A                       | ✓     |
| Replacement of defective Savant equipment within warranty                                    | Shipping                  | ✓     |
| Replacement of defective Savant equipment out of warranty or no longer available             | Replacement Cost/Shipping | \$    |
| Savant system firmware updates - Major (Example: 8.x to 9.x)                                 | License                   | \$    |
| Savant programming changes due to new equipment or special button requests                   | N/A                       | \$    |
| Remote or on-site service due to 3rd party intervention or user error                        | Replacement Cost/Shipping | \$    |

| Lutron (Lightning/Shading) FAQ  | Equipment                 | Labor |
|---|---------------------------|-------|
| Lutron system firmware updates required for system stability                              | N/A                       | \$    |
| Lutron system firmware updates required for system stability                              | N/A                       | \$    |
| Replacement of defective Lutron equipment within warranty                                 | N/A                       | \$    |
| Replacement of defective Lutron equipment out of warranty or no longer available          | N/A                       | \$    |
| Required coordination with electrician due to non-control related lighting/shading issues | Shipping                  | \$    |
| Lutron system firmware updates due to addition of SmartBridge                             | Replacement Cost/Shipping | \$    |
| Lutron programming or engraving changes after Lutron Agreement has been signed            | License                   | \$    |
| Remote or on-site service due to 3rd party intervention or user error                     | N/A                       | \$    |

| Apple TV & Control iPads FAQ  | Equipment                 | Labor |
|---|---------------------------|-------|
| iOS and Control App updates on system dedicated control platforms (During Biannual Visit) | N/A                       | \$    |
| Apple TV firmware updates (During Biannual Visit)   | N/A                       | \$    |
| Replacement of defective Apple equipment within warranty                                  | Shipping                  | ✓     |
| Replacement of defective Apple equipment out of warranty or no longer available           | Replacement Cost/Shipping | X     |
| Updates to personal devices (iPhones, iPads, Mac Computers)                               | N/A                       | X     |
| Management of Apple ID Settings and Passwords   | N/A                       | X     |
| Remote or on-site service related to Apple password changes or verification issues        | N/A                       | \$    |

| 3rd Party Integration by Design (HVAC \$Security) FAQ                            | Equipment        | Labor |
|--|------------------|-------|
| Remote or on-site service due to communication failures caused by control system | N/A              | ✓     |
| Remote or on-site service due failure or change of 3rd party hardware            | 3rd Party Vendor | \$    |

| Labor Key    |    |
|--------------|----|
| Billable     | \$ |
| Non Billable | ✓  |