

# Digital Home Platinum Support

<b>Description</b>			
<p><b>Annual Maintenance Plan</b></p> <p><u>Included:</u></p> <ul style="list-style-type: none"> <li>Unlimited 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>(2) Site visits per year, scheduled in advance: 3 months and 9 months from acceptance of Maintenance agreement (See Biannual Site Visit Summary below)</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>Bi-Annual Site Visit Summary:</u></p> <ul style="list-style-type: none"> <li>Complete System Test — Audio, Video, Control, Network, Lighting, Shading</li> <li>Inspection/cleaning of rack/equipment location(s)</li> <li>Firmware upgrades on all system hardware (non-Control System). This excludes personal devices and products added by 3rd Party since the original installation. Example: Products such as Xbox, Chromecast, NAS, etc. not initially provided by Digital Home.</li> <li>Firmware version and OS upgrades on control system hardware if necessary for system stability.</li> </ul> <p>Control system version upgrades requiring additional licensing are considered New Work/Upgrade and are not included under the maintenance agreement. Licenses will be billed at their retail price. Associated labor charges on New Work/Upgrades are also billable.</p> <ul style="list-style-type: none"> <li>Report of any issues found along with their resolutions. - Follow up visits scheduled if issues cannot be resolved during the biannual visit</li> <li>Recommended system upgrade report (new technologies, features, etc.)</li> </ul> <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/phone 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	✓