



Elite Automation & Technology
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System Notes:

Date: 1-23-2022

BENEFITS	ESSENTIALS	PLUS	PREMIER	ELITE
Proactive Monitoring We'll proactively monitor your technology system and troubleshoot potential issues before they arise.		✓	✓	✓
Reactive Remote Repair Upon hearing from you, your system will be accessed remotely and oftentimes repaired without a service call.	✓	✓	✓	✓
24/7 Email, Text and Chat Support We're available to communicate with you in whichever manner best fits your lifestyle.	✓	✓	✓	✓
24/7 Phone Support Experience the convenience of a live answer by one of our knowledgeable technicians.		✓	✓	✓
App Control You'll get a mobile app enabling you to fix many of the common issues that technology systems experience.	✓	✓	✓	✓
Discounted Service Call Rates We'll proactively monitor your technology system and troubleshoot potential issues before they arise.	✓	✓	✓	✓
Password Management Off-site backup of all system passwords we have created or that have been shared with us.	✓	✓	✓	✓
Network Maintenance Remote management of your network components		✓	✓	✓
Complimentary site visits for service or support Site visits for service or support at no added charge				✓
On-site system checkup We clean air filters, blow out the dust in equipment, test systems, and update your components that can not be updated remotely.		Annual	Semi Annual	Quarterly
Priority Scheduling Front of the line scheduling. Typically on-site within 48 hours of an issue arising that could not be resolved remotely.			✓	✓
Annual WIFI Network Scan On-site review of network speed and coverage			✓	✓
Recorded surveillance video footage retrieval We'll help retrieve surveillance footage if an incident arises (up to 4 per year)			✓	✓
Lighting and shade scene reprogramming We'll update your lighting and shade scene presets (up to 4 hours)			✓	✓
Remote Programming Remote programming is needed to keep the system working, update streaming apps, change divers for firmware updates.			✓	✓
Remote Updates Conduct firmware upgrades/updates remotely quarterly to enhance system performance/security.		Quarterly	Quarterly	Monthly
Monthly Fee*	\$45/month	\$100/month	\$200/month	\$TBD

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties and may vary depending on your building's access rules. See agreement for details. Terms and conditions subject to change with 30-days notice. *Requires Annual agreement

New programming and system upgrades are billed at current rates. Travel charges may apply for site visits greater than 20 miles from our headquarters. Non-plan members are billed at \$165/hr + trip charge for on-site service. Remote service EXCLUSIVELY AVAILABLE with a Performance Plan Above

FAQ

Q: Why do I need a Performance Plan?

A: We can now do most maintenance, updates, support and even system repairs remotely. If there's a new update that would normally require a home visit, we can often perform the maintenance right from our office without interrupting you for a home visit. This reduces time and expense for you and for us.

Q: Is my system reliable?

A: More than ever. We rarely replace hardware. But there are constant software updates, not only on what we installed, but on your mobile devices, streaming platforms and internet services.

Q: What if I'm not on a Performance Plan?

A: You can choose to pay per incident and by the hour, but will not receive priority scheduling, extended hours or a dozen other benefits. In fact, you'll likely pay more than if you were on a plan.

Q: What can't we monitor?

A: Older hardware like some TVs and some 3rd party devices.

Q: How do my manufacturer warranties fit in with the Plans?

A: Your manufacturer warranties are fully in effect.

Q: What can we monitor and update remotely?

A: Just about any device that's connected including all critical system automation and networking hardware... exactly the items that are most dependent on software updates.

Q: Do I need to sign a contract?

A: Yes, Essentials Performance Plan is a monthly agreement that automatically renews. All other Performance Plans require an annual agreement.

Q: How are the plans paid?

A: Our Performance Plans are paid monthly. If paid annually it is a 5% savings. We accept credit cards.