

Preventative Maintenance and Extended Warranty Services					
	Standard	Basic+	Enhanced	Premier	Equipment Extended Warranty
Plan Coverage – Labor for all defective services	For 12 Months	✓	✓	✓	
Preventive Maintenance Visits (scheduled) – Visit clients home and check out entire system, tweak components and settings, troubleshoot any issues w/ system operation			3 per Year	3 per Year	
Preventive Maintenance Visits (on request) – Visit clients home and check out entire system, tweak components and settings, troubleshoot any issues w/ system operation			1 per Year	3 per Year	
Phone Support – Monday to Friday (8:00 to 5:00)	✓	✓	✓	✓	
Phone Support – Saturday and Sunday (8:00 to 5:00)				✓	
On-site Support – Within 1 week		✓	✓	✓	
On-site Support – Within 2 business days				✓	
Service Support for Defective Equipment – During Warranty period of equipment	For 12 Months	For 24 Months	✓	✓	
Service Support for Defective Equipment – Post Warranty period of equipment			✓	✓	
Equipment replacement costs – No deductible					✓
Client requested programming changes or additions	At standard rate	\$100 / hr	\$75 / hr	5 hrs Included \$70 / hr additional	
Transferable to new homeowner if home is sold			✓	✓	✓
Discount on replacement equipment		5%	10%	15%	
10% Upgrade discounts on labor and installation			✓	✓	
Control4 4Sight Subscription (if applicable)	30 Day Trial	✓	✓	✓	✓
Control4 iPhone Application		30 Day Trial	30 Day Trial	✓	
Control4 Rhapsody Subscription			30 Day Trial	✓	

NOTE: Preventive maintenance tasks are performed by Home Technology Solutions. Extended Warranty services are provided by Banker's Insurance Group of Florida. Refer to detailed terms and conditions for additional information.