

PERFORMANCE PLANS





Welcome to **LE**care

The day we complete your installation is the day we start the next phase of our relationship. That is when **LE**care begins - our remote and on-site support for your system. It's our responsibility to be sure all the bits and pieces that make up your technology solution perform properly today, tomorrow, and for years to come. We treat your home as a respite from the outside world. We take care of system integrations, programming, software, networks, connectivity to your internet service; as well as diagnosis, troubleshooting, monitoring, updates and maintenance. Additionally, we schedule periodic health visits to clean, calibrate, update software and hardware, and run performance checks on your system.



LEcare Performance Plans

FEATURE	BENEFIT	BESPOKE	PREMIER	ESSENTIALS	SECURITY	PER INCIDENT
Proactive remote system monitoring	Your system notifies us of issues, often before you know	√	√	√		
Remote system care	Remote system updates and system issue resolution	√	√	√		
Extended remote service hours	Remote service beyond our regular business hours	24/7/365 phone/email/chat	24/7/365 phone/email/chat	24/7/365 phone/email/chat		
On-site service hours	On-site service beyond our regular business hours	Sunday-Saturday, 8am-8pm*	Monday-Friday, 8am-4pm	Mon-Fri, 9:30am-3:30pm	Mon-Fri, 9am-4pm	Mon-Fri, 10am-3pm
Priority scheduling	How fast we respond to an on-site service request	1 business day or less	2 business days or less	As available		As available
Response time	How fast we respond to a remote system or call-in notification	Less than 1-hour	Less than 2-hours	Less than 4-hours	Less than 4-hours	
Complimentary site visits for service or support	Included during regular business hours	√				
Complimentary equipment repair service	Includes removal, repair, reinstallation and service loaners**	Up to 5 years from new***				
25-Point Wellness system checkup	Our techs clean, test and update your system on-site	4 visits per year	1 visit per year			
Exclusive member product promotions	Special pricing on select products that match your system	√				
Rack Intelligence	Rack power, temperature, humidity and moisture sensing	√****				
Power management for surge/brownouts/UPS	Reseting your rack due to power issues and UPS battery replace-	√	√			
Streaming music and video setups	Ongoing support for streaming media	√	√			
WiFi credential management	Document and manage WiFi network credentials and revisions	√	√			
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings	√	√			
Light and Shade scene reprogramming	We'll update your lighting and shade scene presets	√	√			
Network configuration management	Remote management of your network components	√	√			
Annual WiFi network scan	On-site review of network speed and coverage	√	√			
Internet and CableTV troubleshooting	Monitoring and assistance with ISP issues	√	√	√		
ISP Concierge	We contact your ISP for troubleshooting directly (Comcast only)	√	√			
Transferable	You can transfer your plan to a new homeowner	√	√			
Burglar alarm and remote access monitoring	UL-Listed central station monitoring 24/7/365	Included	Optional	Optional	Included	
Monthly Fee		Price on request	\$159/month	\$69/month	\$49/month	Billed at \$225/hr

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties. New programming and system upgrades are billed at current rates. Travel charges may apply for site visits greater than 30 minutes from our headquarters. **Service loaners subject to availability for Bespoke level. Service hours may vary depending on your HOA access rules. See agreement for details. Non-Lifestyle Electronics systems require on-site evaluation and may require possible plan changes. Terms and conditions subject to change with 30-days notice. *After hours/holiday on-site service available at \$450 per hour. ***Applies to equipment purchased at Lifestyle Electronics only. ****Additional and optional monitoring equipment may be required. **PER-INCIDENT SERVICE IS BILLED AT \$225/HR REMOTE OR ON-SITE. RESPONSE TIME AND SCHEDULING IS 'AS AVAILABLE.'**



25 Point Wellness Checklist

- White glove cleaning of audio and video components
- Inspect all equipment for signs of wear
- Check all batteries in remote controls, touchpanels...
- Ensure all wiring is neatly installed and properly labeled
- Conduct firmware updates as required
- Reboot all CATV, Dish and ISP devices
- Review control and network logs for security and errors
- Backup all programs and system configurations
- Check temperature of all equipment closets and cabinets
- Inspect fans for failures, jams, or dust build-up
- Verify operation of all speaker zones and control devices
- Validate all audio/video presets and favorites
- Test all lighting zones, scenes, and keypads
- Check all motorized shades, set limits, and test controls
- Verify all connected alarm devices
- Calibrate audio and video components as required
- Check bulb life on video projectors
- Check voltage at all surge devices where measurable
- Verify power to all wireless access points
- Conduct a wireless (wifi) bandwidth and coverage test
- Run internet speed tests
- Ensure jobsite is properly cleaned prior to departure
- Discuss any known issues or questions with the owner or owner's representative
- Explain priorities for next scheduled visit and review any required service call follow-ups
- Review new technologies with owner or owner's representative

FAQ

Q: Why do I need a Performance Plan?

A: We can now do many 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 Plan?

A: As a break/fix client, you can choose to pay per incident by the hour, but won't receive priority scheduling, extended hours or over a dozen other benefits. In fact, you'll likely pay more than if you were on a plan.

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: What can't we monitor?

A: Older hardware like some TVs and a few 3rd party apps.

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

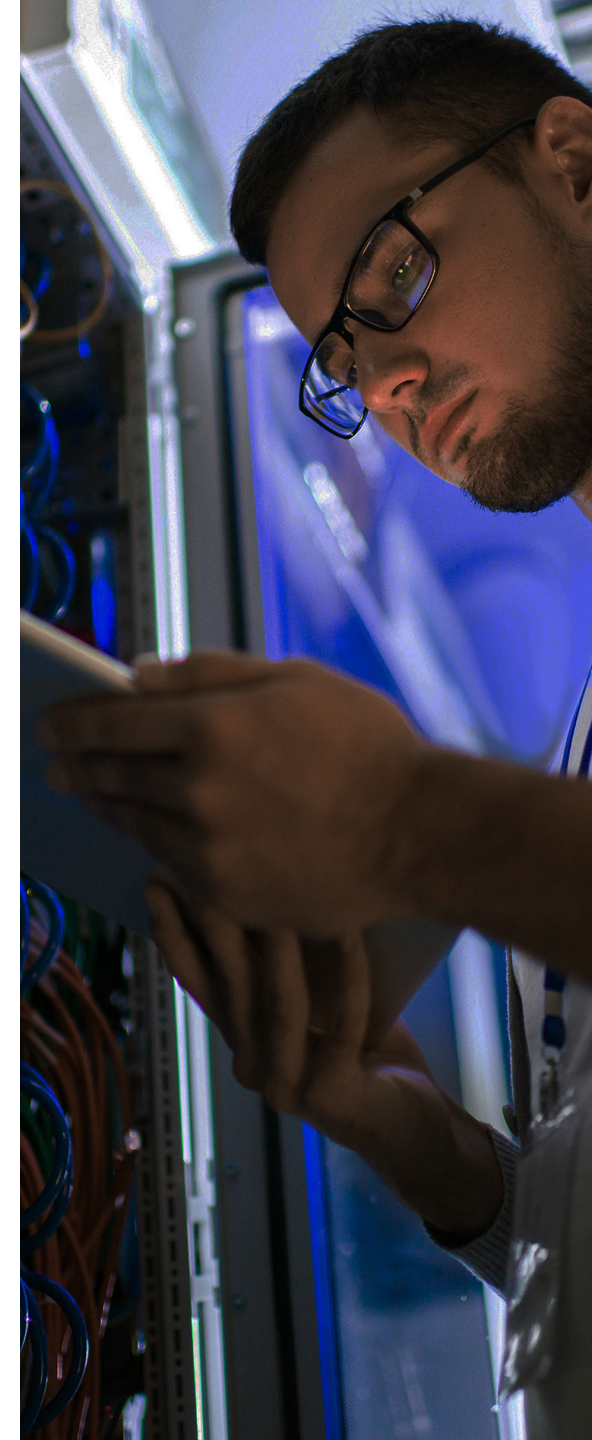
A: Your manufacturer warranties are fully in effect.

Q: Do I need to sign a contract?

A: Yes, we offer an annual agreement. We will notify you each year before renewing your Performance Plan.

Q: How are the plans paid?

A: The plans are automatically paid monthly via charge card.





4490 N. Forestdale Drive
Park City, Utah 84098
Phone 435.615.1515
LifestyleElectronics.com