

# PERFORMANCE PLANS



CUSTOM AV



## Welcome to **HSS HomeCare**

The day we complete your installation is the day we start the next phase of our relationship. That is when **HSS HomeCare** 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 performance visits to clean, calibrate, update software and hardware, and run performance checks on your system.



# HSS HomeCare Performance Plans

FEATURE	BENEFIT	VIP Price on request	PREMIER \$550/month	STANDARD \$300/month	PER INCIDENT \$150/hr
HSS HomeCare exclusive member status	Dedicated support team for your system	✓	✓		
Proactive remote system monitoring	Your system notifies us of issues, often before you know	✓	✓	✓	
Remote system care	Monitoring, updating and resolving system issues	✓	✓	✓	
Remote service hours	Remote service beyond our regular business hours	24/7/365 phone, email, text	24/7/365 phone, email, text	24/7/365 phone, email, text	
Advanced on-site service and phone support hours	On-site and phone service beyond our regular business hours	Mon-Sat, 8a-8p**	Mon-Fri, 8a-6p	Mon-Fri, 9a-5p	
Priority scheduling	How fast we respond to an on-site service request	1 business day	2 business days	3 business days	As available
Response time	How fast we respond to a remote system or call-in notification	Less than 2-hours	Within 6-hours	Less than 24-hours	As available
25-Point System Performance monthly checkups	Our techs clean, test and update your system on-site	6 visits per year	4 visits per year	2 visits per year	
Complimentary on-site service visits	Site visits for service or support at no added charge	✓			
Complimentary equipment repair service	Including diagnosis, removal, repair and reinstallation*	✓			
Early Access	Early access and priority installation of the latest tech for your system	✓			
Rack Intelligence	Rack power, temperature, humidity and moisture sensing	✓			
Lighting and shade scene reprogramming	We'll update your lighting/shade scene presets (twice annually)	✓			
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	✓	✓		
Power management for surge/brownouts	We monitor and reset your system due to electrical issues	✓	✓		
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)	✓	✓		
Remote system access	Connect to your system outside of your home on mobile device	✓	✓	✓	
Transferable	Transfer your plan to new homeowner or take to your new home***	✓	✓	✓	

Initial equipment and setup to provide remote monitoring, if required will incur a one-time charge of \$2500. 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 Concierge level. Service hours may vary depending on your building's access rules. See agreement for details. Non-HSS systems require on-site evaluation and may require possible plan changes. Terms and conditions subject to change with 30-days notice.

\*Up to 3 years from new, for equipment purchased at HSS only. \*\*After hours/holiday on-site service available at \$350 per hour. \*\*\*Contingent on geographical service areas available.



## 25 Point Performance 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
- Explain priorities for next scheduled visit and review any required service call follow-ups
- Review new technologies with client

## 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 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?

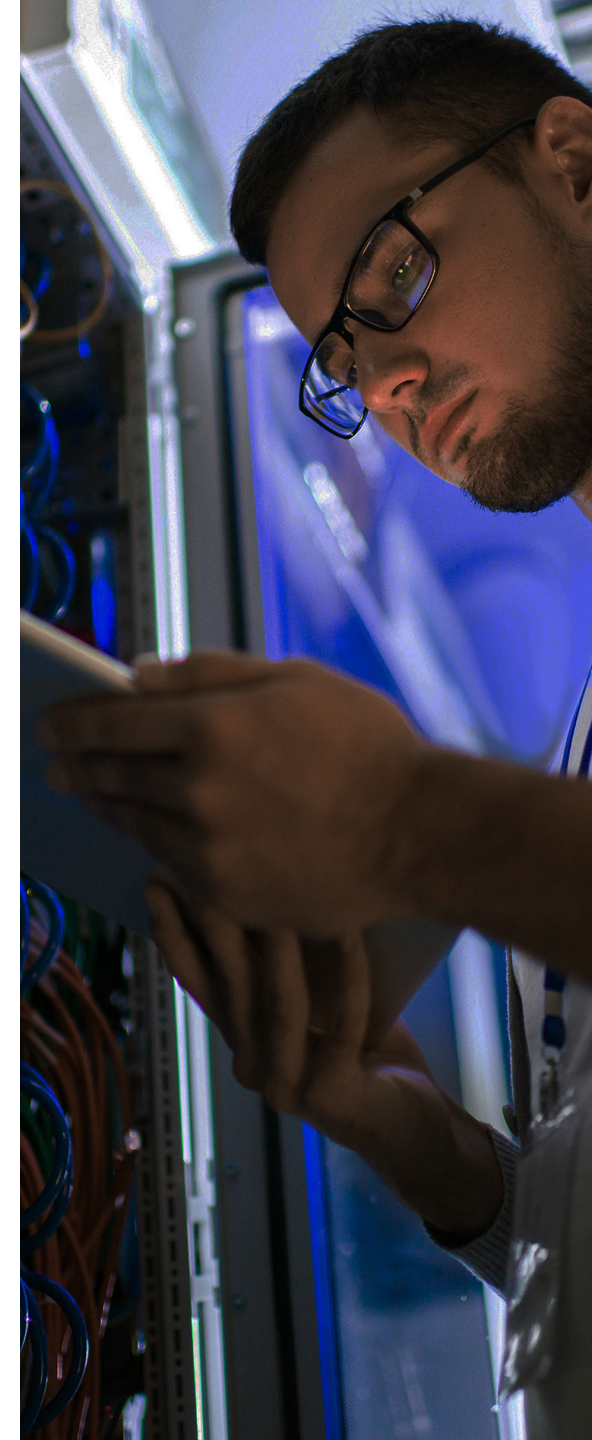
A: Your manufacturer warranties are fully in effect.

Q: Do I need to sign a contract?

A: Yes, we offer an annual agreement that automatically renews.

Q: How are the plans paid?

A: Our Performance Plans are paid monthly or yearly.





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