



ELITECare Performance Plans

FEATURE	BENEFIT	ELITE	PREMIER	PLUS	ESSENTIALS
Proactive remote system monitoring	Your system notifies us of issues, often before you know	✓	✓	✓	
Device monitoring and health report	Comprehensive monitoring of all IP enabled devices	✓	✓	✓	✓
Extended remote service hours	Remote service beyond our regular business hours	24/7/365 phone, text, email	24/7/365 phone, text, email	24/7/365 phone, text, email	24/7/365 text, email
On-site hours	When we'll come to you for system support / repairs	Mon-Fri, 8a-6p*	Mon-Fri, 9a-5p*	Mon-Fri, 10a-4p*	Mon-Fri, 11a-3p*
Priority scheduling	How fast we respond to an on-site service request	Same-day or Next-day	2 business days	3 business days	Scheduled
Response time	How fast we respond to a system or call-in notification	Less than 1-hour	Less than 2-hours	Less than 3-hours	Same day
Complimentary site visits for service or support	Site visits for service or support at no added charge	Included	12-hours per year		
Complimentary equipment repair service	Includes hardware testing, removal, repair and re-installation	Up to 3-years from new			
On-site system checkup	Our techs clean, test and update your system on-site	Two visits per year	One visit per year		
Elite member product promotions	Special pricing on select products that match your system	✓			
Lighting and shade scene reprogramming	We'll update your lighting and shade scene presets	✓	✓		
Remote system access	Control and lighting system access from your mobile phone	✓	✓	✓	✓
Password management	Off-site backup of all system passwords	✓	✓	✓	✓
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	✓	✓	✓	✓
Parental Controls	Set and limit WiFi access for children or others in the home	✓	✓	✓	✓
Transferable	You can transfer your plan to a new homeowner	✓	✓	✓	✓
Monthly Fee		Price on request	\$220/month	\$110/month	\$60/month

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

New programming and system upgrades are billed at current rates. Travel charges may apply for site visits greater than 20 miles from our headquarters. Service hours may be available for \$300 flat fee. Non-plan members are billed at \$180/hr for remote or on-site service.



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: You can choose to pay per incident and 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 some 3rd party devices.

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 a monthly agreement that automatically renews.

Q: How are the plans paid?

A: Our Performance Plans are paid quarterly or yearly. We accept credit cards.



11133 Interstate 45 S Ste A
Conroe Texas 77302
Mon-Fri 8:30-5:30
281-516-8126 elite-at.com