SOUNDEFFECTS

PERFORMANCE PLANS

SFXCare Performance Plans

FEATURE	BENEFIT	ELITE	ENHANCED	ESSENTIAL
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 email, chat
On-site hours	When we'll come to you for system support / repairs	Mon-Fri, 8am-3pm*	Mon-Fri, 8am-3pm*	Mon-Fri, 8am-3pm*
Priority scheduling	How fast we respond to an on-site service request	1 business day	2 business days	
Response time	How fast we respond to a system or call-in notification	Less than 1-hour	Less than 1-hour	Less than 1-hour
Complimentary site visits for service or support	Site visits for service or support at no added charge	Included	1-hour included every 3 mo	
On-site system checkup	Our techs clean, test and update your system on-site	Two visits per year	One visit per year	
Member dedicated support team	Elite specialist team ready to assist	√	√	√
Network configuration management	Remote management of your network components	√	√	√
Network and WiFi monitoring	On-site review of network speed and coverage	√	√	√
Internet and CableTV troubleshooting	Monitoring and assistance with ISP issues	√	√	√
Proactive remote system monitoring	Your system notifies us of issues, often before you know	√	√	
Lighting and shade scene reprogramming	We'll update your lighting and shade scene presets as needed	√	√	
Streaming services setups	We'll update your streaming video and music sources as needed	√	√	
Password management	Off-site backup of all network 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	√	√	
Parental Controls	Set and limit WiFi access for children or others in the home	√	√	
App Control	Mobile app enabling system adjustments by the homeowner	√	√	
Extended Install Warranty	Extended original install warranty from 90 days (essential / no plan) to one year	√	√	
Complimentary equipment repair service	Includes hardware testing, removal, repair and re-installation	√**		
Service Loaners	Temporary replacement hardware during repairs as available	√		
System licensing included	Covers integrated devices, remote connect licenses, etc	√		
System upgrade discounts	10% off select equipment upgrades after original purchase (parts only)	√		
Security monitoring included	24/7/365 security monitoring bundled with SFXCare plan	√		
Monthly Fee		**Price on request**	**$1,979/yr**	**$719/yr**

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 20 miles from our headquarters. Service hours may vary depending on building access rules. See agreement for details. Terms/conditions can change with 30-days notice. Plan coverages apply only to installation and equipment purchased from SoundEffects *After hours/holiday service available for $399 fee plus our hourly charges. **Covers equipment 3-years old or less purchased from SoundEffects.

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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 an agreement that automatically renews.
Q: How are the plans paid?
A: Our Performance Plans are paid yearly. We accept credit cards.