

PERFORMANCE PLANS



ROYAL SYSTEMS



Welcome to ROYALcare

The day we complete your installation is the day we start the next phase of our relationship. That is when ROYALcare 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 operates as good today as 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 and run performance checks on your system.



ROYALcare Performance Plans

FEATURE	BENEFIT	PER INCIDENT \$299 first hour / \$200/hr after	ESSENTIALS \$150/month	PREMIER \$400/month	CONCIERGE Price on request
VIP 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	Unlimited 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-Fri, 9a-2p	Mon-Fri, 8a-3p	Mon-Fri, 7a-4p*
Priority scheduling	How fast we respond to an on-site service request	As available	4 business days	2 business days	1 business day
Response time	How fast we respond to a remote system or call-in notification	As available	Within 3-hours	Within 2-hours	Less than 1-hour
Complimentary equipment repair service	Including diagnosis, removal, repair and reinstallation				√**
Complimentary site visits for service or support	Site visits for service or support at no added charge			3-hours per year included	√
Wellness system checkups	Our techs clean, test and update your system on-site			Annual 25-Point***	Three annual 25-Point visits***
Rack Intelligence	Rack power and temperature sensing				√
Lighting and shade scene reprogramming	We'll update your existing lighting and shade scene presets				√
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				√
Transferable	Transfer your plan to new homeowner or take to your new home		√*****	√*****	√*****

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties unless otherwise indicated. New programming and system upgrades are billed at current rates. Service loaners subject to availability for Concierge level. Service hours may vary depending on your building's access rules. Non-Royal Systems installations require on-site evaluation and may require possible plan changes. Plans are billed and paid yearly. Terms and conditions subject to change with 30-days notice. ***After hours/holiday on-site service available at \$350 per hour.** **Applies to equipment purchased at Royal Systems only; system requires power suppressor. Equipment replacement not covered. ***Travel charges may apply for site visits. ****Camera system access and compatible hardware required. *****Contingent on geographical service areas available. See agreement for details. PER-INCIDENT SERVICE IS BILLED AT \$299 FIRST HOUR, \$200 PER HOUR AFTER FOR REMOTE OR ON-SITE SUPPORT OR SERVICING. RESPONSE TIME AND SCHEDULING IS 'AS AVAILABLE'.



System Wellness Checkups

- White glove cleaning of audio and video components
- Inspect all equipment for signs of wear
- Check all batteries in remote controls, touchpanels...**
- Inspect and verify all wiring and connections
- 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 any connections from integration to security system
- Calibrate audio and video components as required
- Check bulb life on video projectors
- Check voltage at all surge devices where measurable
- Conduct a wireless (WiFi) bandwidth and coverage test
- Inspect and clean equipment racks
- Test lighting and shade zones, scenes, and keypads
- Verify power to all wireless access points
- Verify operation of audio/video zones
- Verify operation of user-interfaces and controllers
- Conduct firmware updates as required
- Reboot all CATV, Dish and ISP devices
- Run internet speed tests
- Discuss any known issues or questions with homeowner
- Explain priorities for next scheduled visit and review any required service call follow-ups
- Review new technologies with client
- Ensure jobsite is properly cleaned prior to departure

*** UPS and shade battery parts replacements not included. Shade battery or fixture repairs that require scaffolding incur an additional charge.*

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 a few 3rd party apps.

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

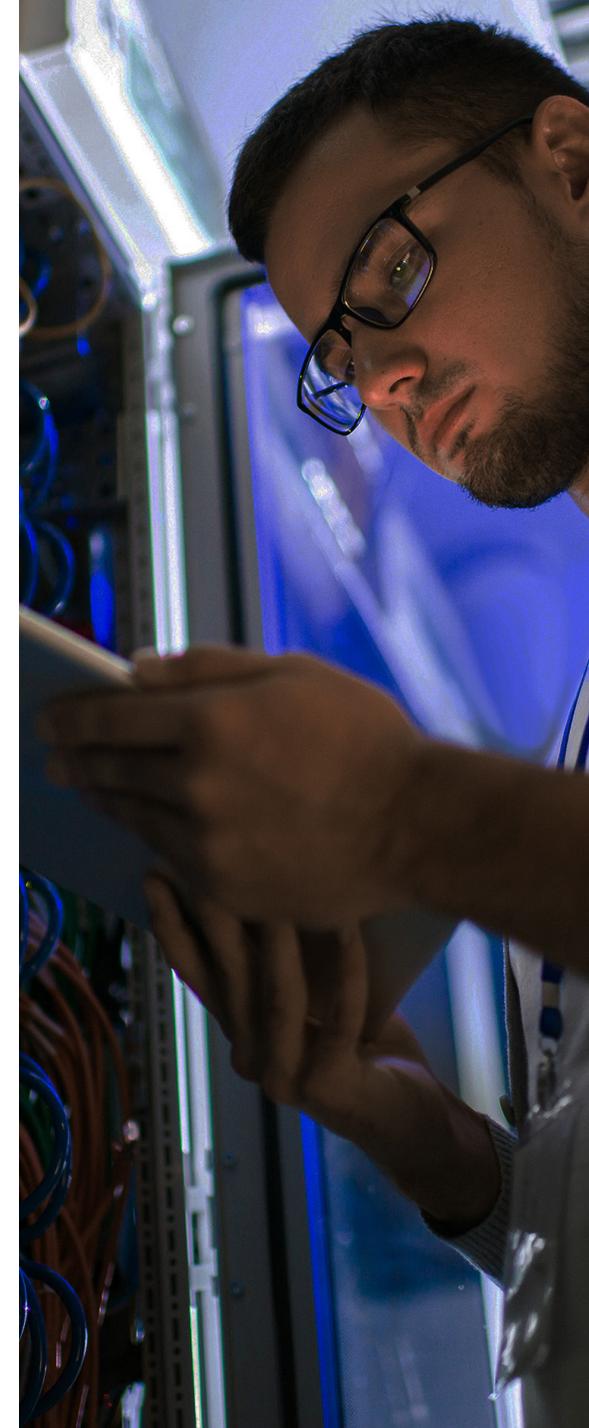
A: Your manufacturer warranties are fully in effect.

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.





Offices in Encino and Playa Del Rey

Royal-Systems.com

310-592-7057