



Roles & Responsibilities

Control4 Assist Team and Independent Integrators

Control4 Assist & Control4 Assist Premium Services include:

General remote diagnostic support

- Control4 system reboot and, where possible, individual device reboot
- Remote support to help diagnose the issues
- System changes that can be completed remotely to resolve the following issues: Zigbee channel, IP address change, SDDP devices configuration
- Leverage remote tools for insights and troubleshooting where the issue can be addressed remotely
- Control4 product* remote diagnostic support

Non-Control4 product limited remote diagnostic support (e.g., TV's, receivers, cable boxes, media players)

- Where available, remote troubleshooting including IR controls and cable pathing
- As required, walk through product reboots and visual cues
- Does not include support of defective third-party devices, including: no adjustments of the settings or configurations, no factory restores, and no rewiring

Control4 will not engage with issues related to security issues (e.g., alarm systems)

Control4 Assist Premium Services include:

Remote System customization, personalization & enhancement

- Create and educate on automation scenes (e.g., lighting, good night)
- Create and educate on automated scheduling
- Support adding mass market devices (e.g., media players, one-for-one replacements) to the extent this can be done without on-premises work

Remote System education

- Respond to ongoing questions (e.g., how to use products; how to adjust settings, etc.)
- Review capabilities of current equipment, and possibly discover opportunities to improve the system through the purchase of additional hardware which will be passed to the Integrator of Record to fulfill

Remote Preventative check-ins

- Schedule time twice a year to proactively walk through system performance and preferences
- Make any adjustments, suggest customization, and answer open questions to the extent this can be done without requiring on-premises work

Ways to contact Control4 Assist:

- Phone support
 - Assist: 8 a.m.- 8 p.m. Local Time (Alaska & Hawaii 8 a.m. - 8 p.m. Pacific Time Zone)
 - Assist Premium: 24/7/365
- Email support

Note: Contact information is found within the support section in the Control4 iOS and Android mobile app

Independent Integrator Services include:**

- Initial system setup, customization, and education, by integrator
- Ongoing on-site support
- Any services that require an on-site visit, including but not limited to:
 - Product replacements
 - Cabling or physical connection issues
 - Setting & clearly communicating process for your in-person services, including additional fees (i.e., hourly rates, discount expectations with subscriptions, etc.,)
 - License purchasing
 - Selling, installing/activating any 3rd party drivers
 - Other system updates, upgrades, & customer support requested by Customer

*Includes, but not limited to: "Control4", "Luma", "Araknis", "SunBrite", "Binary", "Halo"

**Pricing for Independent Integrator services will continue to be set by the integrator: Your independent integrator remains responsible for the integration work on your project, including the services listed above, and your Integrator may charge additional fees for its services that are in addition to the services covered by Control4 Assist/Assist Team.