

Vanguard Elite Service Plan (Level 3)

\$199.00 per month

Q-Smrt's Vanguard Elite Service Plan is our highest level of proactive system care, engineered for clients who expect seamless performance, priority access, and enhanced hands-off system management. Leveraging the power of the OvrC Pro Hub alongside advanced monitoring tools, this plan offers real-time oversight, rapid-response service, extended maintenance benefits, and elevated support access. With priority scheduling, included on-site service hours, and enhanced system optimization, Vanguard Elite provides unmatched peace of mind and superior value.

Plan Features (Same features as Sentinel Plan but with some upgrades)

- If you purchase this plan with a new system, labor rates will be billed at a discounted rate of **\$130 per hour per technician** for on-site service during standard business hours (Monday to Friday, 9 am to 5 pm) following the initial installation.
- After-hours rates will be billed at a discounted rate of **\$200 per hour per technician** for on-site service. Availability of after-hours support with this plan depends on technician availability.
- No Truck Roll Fees
- We guarantee a response to phone, text, and email inquiries within **24 hours**. If a technician needs to be dispatched, we will **arrange the service within 24-48 hours**. Please note that after-hour rates may apply for emergency visits.
- Preventive maintenance visits are not required but are strongly recommended. They are usually scheduled at the home before the client's return from extended trips or prior to major events. This plan **includes four complimentary preventive maintenance visits per year**, each lasting up to one hour.
- With an app on your smartphone or tablet, you can reboot various systems at your home without the hassle of accessing complex panels or cabinets. This feature **requires OvrC-enabled surge protection** products installed in your home.
- Proactive system monitoring is a strategic approach to maintaining and optimizing networking and automation systems by continuously tracking their performance and health. Instead of waiting for issues to arise, we can get ahead of the issues and resolve them quickly and efficiently.
- One free OvrC Pro Hub will be installed on-site.** This device enables us to monitor network provider stability and remotely diagnose many issues. (A \$549 value for FREE with a 1-year contract)

•**Priority Scheduling:** Service visits—including same/next-day dispatch when required—are prioritized above all lower-tier plans.

•**Guaranteed Response Time:** All calls, texts, and emails receive a response **within 2 hours** during business hours or within 24 hours anytime.

•**24/7 Emergency Availability:** Access to after-hours emergency phone support at no additional fee. *On-site emergency visits billed at discounted rates.*

Included On-Site Service at No Additional Cost

- **One (1) included on-site service hour per month**, applicable to diagnostics, system adjustments, minor repairs, or reprogramming (non-rollover).
- Additional hours billed at a preferred discounted rate of **\$130 per hour per technician** (regular hours).

White-Glove Preventive Care

- **Four (4) complimentary preventive maintenance visits per year**, each up to an hour.
- Pre-event or pre-arrival checkups scheduled automatically when requested or coordinated seasonally at the client's convenience.

Enhanced Remote Capabilities

- **Advanced remote troubleshooting and rebooting**, including device-level, subsystem, and full-network resets when supported.
- **Remote firmware and software updates included**, with verification to ensure all components remain fully optimized. Firmware checks are done weekly.

Comprehensive Monitoring

- Continuous system-health tracking with real-time alerts.
- Automated diagnostics to detect instability in:
 - Network and Wi-Fi
 - AV systems
 - Security and surveillance components
 - Environmental controls & lighting automation
- Proactive outreach with recommended solutions before issues escalate.

Terms and Conditions:

Length

12 months

Billing Frequency

Monthly

Address

Qsmrt

3272 Antica Street

Fort Myers, Florida 33905

www.qsmrt.com

888-2 QSMRT (888-277-6789)

Service Policy

Thank you for entrusting your home technology to Q-Smrt. Please review the following service guidelines:

- A credit card is **required** to schedule appointments.
- Parking and tolls billed on an “as used” basis.
- After hour billing will be charged from the time the tech arrives on-site to when they leave.
- Client will provide access to property, if not able to be there at appointment time.
- When retrofitting is part of the job scope, there is a possibility that damage could result in the space. We will do our best-effort to prevent this, but in the event that repairs are needed, we can work with the vendor of your choice, or we can recommend a resource for repairs after job completion at the owner's expense.
- Q-Smrt is NOT responsible for equipment previously damaged or failures occurring during diagnostic procedures.
- Any change orders for product or services outside of our initial scope of work will require further documentation and approval.
- 24-hour cancellation policy - If client is a no show or cancels the same day as the service is scheduled, the client will be charged for the 1 hour minimum in Full and final payment due upon completion of work, via check or CC.

For additional assistance or questions, please call Q-Smrt at **888-277-6789**.