

Vanguard Platinum Concierge Plan (Level 4)

\$499.00 per month

The Vanguard Platinum Concierge Plan is Q-Smrt's highest level of technology care—crafted for clients who demand *zero downtime*, priority technician access, extensive included service, and full-scale system management. This plan delivers concierge-style support with guaranteed rapid response, comprehensive remote oversight, numerous included on-site hours, and proactive system optimization. With top-tier 24/7 support, even complex systems remain seamless, reliable, and professionally maintained at all times.

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

- If you purchase this plan with a new system, labor rates will be billed at a discounted rate of **\$120 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 **\$175 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 **2 hours, often within minutes**. If a technician needs to be dispatched, we will **arrange the service within same day**. 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 two (2) hours each.
- 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. Contact a sales associate for more information and pricing.
- 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)

Unmatched Priority & Availability

- **Top-Tier Scheduling Priority:** ALL service requests move immediately to the front of the queue.
 - **Guaranteed Response Time: 2-hour guaranteed response** to all calls, texts, and emails *any day of the week*.
 - **24/7 Emergency Availability:** Access to after-hours emergency phone support at no additional fee. *On-site emergency visits billed at discounted rates.*
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Extensive Included On-Site Service

- **Up to 4 included on-site service hours per month** (non-rollover).
Perfect for:
 - Troubleshooting
 - Reprogramming
 - Device replacements
 - System tuning
 - Projector/lens cleaning
 - Rack and wire management
 - Network/Wi-Fi optimization
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VIP Preventive & Performance Care

- **4 (4) premium preventive maintenance visits per year**, each lasting up to 90 minutes.
- Includes:
 - Full system performance benchmarking
 - Wi-Fi heat mapping & optimization
 - Lighting & AV recalibration
 - Surveillance camera cleaning, aiming & firmware checks
 - Rack dusting, fan inspection, cooling optimization
 - Equipment life-cycle analysis and upgrade recommendations
 - Landscape light re-aiming, cleaning and plant trimming/repositioning.
- **Additional Pre-event concierge service:** Client may request a full-system check before parties, holidays, or gatherings remotely at no additional charge or take advantage of the free service call.

Ultra-Advanced Remote Management

- **Unlimited remote troubleshooting**, adjustments, and reboots.
- **Pro-level remote system monitoring**, with real-time alerts and direct technician intervention.
- **Automated firmware and software updates** across the entire ecosystem.
- Remote diagnostics covering:
 - AV systems
 - Network & Wi-Fi
 - Smart lighting
 - Access control & surveillance
 - Automation processors
 - Environmental control interfaces

Comprehensive Monitoring & Automation Oversight

- Live system-health analysis through the OvrC Pro Hub + enhanced diagnostic tools.
- Continuous monitoring of ISP performance, packet loss, and bandwidth stability.
- Proactive outreach.
- Monthly analytics summary showing performance, outages, optimizations, and weak points.

Premium Equipment & Exclusive Perks

- **Complimentary OvrC Pro Hub** (per network) (ideal for large homes or multiple structures).
- **Annual full-home technology audit** with written report and upgrade plan.
- **Priority access to new product releases and software upgrades.**
- **Discounts available on all new equipment purchases** through Q-Smrt.
- **Concierge product warranty service** while within warranty period, problematic equipment can be replaced with no additional labor expenses.
- **No truck roll fees—ever.**

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**.