

Warranty Service Guide

Introduction

This *Warranty Service Guide* provides warranty and service information for installers of Home Director, Inc., products and services. An *installer* is defined as a person performing installation and maintenance of products and services for:

- A Master Authorized Home Systems Integrator
- An Authorized Home Systems Integrator
- An Authorized Distributor
- A Dealer
- Home Director, Inc.

Warranty and service terms and conditions may be different for each installer group.

This document provides the following information:

- Warranty service and part replacement procedures
- Installer group descriptions and reimbursement rates

If you have questions about the information in this document, send an e-mail to support@homedirector.com, or call the Home Director Support Center at 1-800-426-7144.

Warranty Service and Part Replacement

Home Director provides support for installers 24 hours per day, 7 days per week (response times vary). If you require assistance with any Home Director product, you may call the Support Center at 1-800-426-7144.

The following process describes installer and Home Director activities required to complete warranty service and part replacement. When the cause of a problem is determined to be a Home Director product or service:

1. Register the customer (if you did not do so during installation). Complete the registration form found on Home Director's Web site (www.homedirector.com), or call the Support Center for assistance. Be prepared to provide:
 - o Customer information, invoice number, model and part number
 - o Proof of purchase (see "Acceptable Proof of Purchase")
2. The Support Center will verify the entitlement.
3. The Support Center assists with problem determination, if necessary.
4. The Support Center processes a part replacement claim:
 - a) You will receive a Return Materials Authorization (RMA) number.
 - b) The Support Center will communicate requirements and terms for your return of the failed part, if applicable.
 - c) The Support Center will ship a replacement part to you.
5. Upon receipt of the failed part, Home Director's Support Center will process any applicable labor claim payments (refer to the tables in this document and to your contract with Home Director if you have questions).
6. The Support Center will periodically audit customer satisfaction with Home Director products and services and provide appropriate feedback to installers.
7. The Support Center will periodically audit installer claims against test results indicating actual failures and cases where no defect can be determined.

If an installer does not return a failed part within 30 days, Home Director will invoice the part at current Home Director prices, plus an additional \$30 administrative charge. Labor is not reimbursed for invoiced claims.

Installers may have additional obligations identified in their contract with Home Director.

Note: The following are not eligible for part replacement or labor reimbursement:

- o Physical damage as a result of abuse
- o Repairs associated with non-Home Director options, upgrades, or product modifications
- o Installation, configuration, and setup
- o Failures caused by improper installation
- o Telephone support and customer training

Acceptable Proof of Purchase

A valid proof of purchase is required to verify warranty service eligibility. Proof of purchase must include:

- Installation company name and address.
- Product purchase/delivery date or the date of closing on the residence in which the product was installed (whichever is later). This date is the start of the warranty period.
- Invoice/Transaction number. This is a unique control number that you use for each sales transaction (not required for cash register or credit card receipts).
- Machine serial numbers, option part numbers, and product description. If your invoicing system does not automatically print serial numbers, write them on the invoice at the time of sale.
- Customer name and address (not required for cash register or credit card receipts).

In the event an original sales receipt is not available, a printout from the selling location's business system is acceptable.

Installer Group Descriptions and Reimbursement Rates

Home Director provides part replacement and labor reimbursement to installers as described in this section. The following general definitions support specific information described in each installer group definition.

Part Replacement

The part replacement procedure is described in the "Warranty Service and Part Replacement" section of this document.

The term of any part replacement agreement is described in the Home Director Statement of Limited Warranty and applies to any additional Home Director Extended Warranty Contract.

Labor Reimbursement

Labor is reimbursed at a flat rate per incident. An incident is defined as a required repair of Home Director hardware or software at a customer location. In some cases, multiple visits may be required to resolve a single incident. These additional visits are not individually reimbursed.

Labor claims are reimbursed on a monthly accounting run.

The term of any part replacement agreement is described in the Home Director Statement of Limited Warranty and applies to any additional Home Director Extended Warranty Contract.

Installer Groups

Installer groups are defined on the Home Director Web site under “Support > For Installers”. In general, these groups are defined in this way:

Master Authorized Home Systems Integrator

A Master Authorized Home Systems Integrator (MAHSI) has a contract with Home Director. Any MAHSI installer who installs or maintains Home Director products and services is required to attend a technical training class and pass a proficiency examination. Upon completion, installers are authorized to perform warranty service. MAHSIs must also:

- Validate that the homeowner is entitled to warranty service
- Maintain warranty service approval status and capability
- Ensure the warranty service is performed only by personnel trained to Home Director standards and consistent with Home Director service terms
- Provide the warranty service even for Home Director products the homeowner did not acquire from the MAHSI company
- Prevent assignment, delegation, or subcontracting of warranty service responsibilities unless approved by Home Director in writing
- Submit only valid warranty reimbursement requests
- Retain records for three years, by location, of each warranty claim submitted

MAHSIs are eligible for part replacement and labor reimbursement on the following schedule:

Network Connection Center & Options	-	Parts & Labor (\$75/incident)
Home Network Connection Center & Options	-	Parts & Labor (\$75/incident)
Home Network Controller & Options	-	Parts & Labor (\$100/incident)

Authorized Home Systems Integrator

An Authorized Home Systems Integrator (AHSI) has a contract with Home Director. Any AHSI installer who installs or maintains Home Director products and services is required to:

- Validate that the homeowner is entitled to warranty service
- Maintain warranty service approval status and capability
- Ensure the warranty service is performed only by personnel trained to Home Director standards and consistent with Home Director service terms
- Provide the warranty service even for Home Director products the homeowner did not acquire from the AHSI company
- Prevent assignment, delegation, or subcontracting of warranty service responsibilities unless approved by Home Director in writing
- Submit only valid warranty reimbursement requests
- Retain records for three years, by location, of each warranty claim submitted

AHSIs are eligible for part replacement and labor reimbursement on the following schedule:

Network Connection Center & Options	-	Parts & Labor (\$75/incident)
Home Network Connection Center & Options	-	Parts & Labor (\$75/incident)
Home Network Controller & Options	-	Parts & Labor (\$100/incident)

Authorized Distributors

An Authorized Distributor has a contract with Home Director. Any Authorized Distributor eligible for parts replacement or merchandise credit is required to:

1. Obtain the following information about a returned product:
 - Distributor's customer name, address (city, state, and zip code), and phone number
 - Purchase date from distributor
 - Part number or model number of product
 - Installation date (if applicable)
 - Description of defect
2. Refund the purchase amount of the product returned to you
3. Call the Home Director Support Center to process a return claim.
 - a) You will receive a Return Materials Authorization (RMA) number.
 - b) The Support Center will communicate requirements and terms for your return of the failed part.
 - c) Advise the Support Center whether you want a replacement part or an account credit.
4. Retain records for three years, by location, of each warranty claim submitted

Dealer

A Dealer does not have a contract with Home Director and, therefore, has only the following eligibility:

Network Connection Center & Options	-	Parts only
Home Network Connection Center & Options	-	Parts only

Dealers are not approved to install or service the Home Network Controller or its options unless otherwise specified in writing by Home Director.

Home Director, Inc.

Home Director, Inc., provides contracted installation services. The guidelines governing these services are neither included in this document nor available for general review.