

Hood Room Technology Upgrades

TO: Mayor and Board of Commissioners
DATE: May 19, 2016
FROM: Commissioner Christopher L. Melton

Background/Issue:

The current video equipment (project, screens, et cetera) has been installed and in place since the construction of Matthews Town Hall in 2001. During use of the room, the equipment is frequently unreliable; the image from the projector flickers, dims and becomes difficult to see. Even when working properly the image isn't visible from all areas of the room. When the Town hosts public input meetings with multiple stations only once source of video is available.

Proposal/Solution:

In early April, Mayor Taylor asked Commissioners Melton and Miller, Town Clerk Lori Canapinno and Town IT Manager Wayne Cogdell to form a committee to review and recommend video/audio projection solutions for the Jordan and Hood rooms, including the lobby area.

The committee met on several occasions and offered the following solution(s):

1. Replace existing projector with new, 5000lm, full 1080p projector with HDMI input to include lamp with at least 4000-hour normal mode lamp life.
2. Replace existing screen with new 12-14 foot, motorized screen, in existing location to accommodate aspect ratio and image quality of new projector. If possible, replace only screen. Motorized function of existing configuration works properly.
3. Add two new televisions at rear of Hood Room, on opposing walls. TV's to be minimum 60", HDTV, LED type. TV's should accept same input from projector and have an HDMI input at bottom of wall for auxiliary, independent input signal. Intent of television is to supplement and display same image as large screen.
4. Add one new television in lobby to show same image as large screen and provide same audio signal as speakers in room. This is to serve as audio and video signal and satisfy intent of having lobby serve as an over-flow space.
 - a. During non-meeting time, this television will display kiosk demo type presentation, similar to that being displayed at the Matthews Community Center.
5. The two televisions in the rear of the Hood Room and one in the lobby should function independently or display the same signal.

Fiscal Impact:

Upon soliciting and receiving informal competitive bids, the committee selected the most responsible, apparent low bid of \$41,782.37 from Simply Smart Technology. An add-alternate proposal was received to replace (12) gooseneck microphones for \$179.00 each however, the committee does not recommend accepting this alternate.

Related Town Goals:

Communications: to create an informed citizenry by providing relevant information about the town and enhancing two-way communications using traditional techniques and new technologies.

Recommended Motion/Action:

Direct the committee to engage Simply Smart Technology to finalize the proposed scope of work and negotiate financial terms of the agreement to perform the recommended audio/visual upgrades to the Hood Room.



(COMMERCIAL DIVISION)

www.SimplySmartTechnology.com



(RESIDENTIAL DIVISION)

www.HomeTechnologySolutions.com

Town Hall AV Installation v1a

Matthews Town Hall



Comfort and Convenience



Energy Monitoring and Management



Safety and Security



Entertainment and Lifestyle

Prepared by:

Home Technology Solutions, Inc

Rene Robaina

Sales@HomeTechnologySolutions.com

704-708-5126

Date of Proposal: May 6, 2016

This proposal is valid for 15 days from above Date

ABOUT HOME TECHNOLOGY SOLUTIONS / SIMPLY SMART TECHNOLOGY

Home Technology Solutions / Simply Smart Technology is a leading custom integrator specializing in state of the art Lifestyle, Entertainment, Comfort, Convenience, Safety, Security, and Energy Integrated Systems for both residential and commercial clients throughout North and South Carolina.

Founded in 2001, for over 14 years HTS has provided our highly discriminating clients superior design, sales, installation and service. At our design center located in Matthews, NC, on display are some of the latest products from companies like Marantz, Samsung, Control4, RTI, Klipsch, Sony and many others.

HTS has installed countless systems over the past decade and our unparalleled attention to detail and quality in every step of the design and installation process is evident every time one of our systems is turned on. HTS' work has been featured in countless publications including Urban Home Magazine, CEpro Magazine, Electronics House, Angie's List, Matthews-Mint Hill magazine, and many others. Further information about HTS may be found at our website, www.HomeTechnologySolutions.com and www.SimplySmartTechnology.com.

OUR PHILOSOPHY

When we opened our Matthews showroom in 2004, we were one of the first established Electronic Systems Contractors in the SE Charlotte area. Since then, many of our competitors have come and gone, including large ones like Circuit City, Zobo, and Tweeter. But we are still here! Our philosophy has always been to be a part of the community, to get to know our customers who usually become customers for life, and to provide them the best quality solutions and systems for their money. We test and certify every system we sell and install, in order to assure you, our customer, a reliable and simple to use system. That's our promise!

This careful attention to detail does not come without a cost. We are not the cheapest nor would we devalue our services by saying so. We could choose to use inexpensive wire, cheap components, online purchased equipment, or even hire inexperienced labor, but we don't. We have attained numerous certifications in many different solutions and systems, and carry a North Carolina electrical license and North Carolina Alarm License, even if they may not be required for the system we may be installing in your home. Our customers deserve that. You deserve that! We recognize you have a voice in choosing what's best for you and we welcome the opportunity to serve you. This is why we guarantee quality: because you deserve it. You have our word on it!

WHY SHOULD I HIRE HOME TECHNOLOGY SOLUTIONS?

We realize selecting the right Electronic Systems Contractor for your home can be difficult. The wrong choice will stay with you long after the installation is complete with an audio/video, entertainment, or control system that is not easy to use. Every company you approach will tell you that **they** are the best for your particular project, but how will you really know? After many years of award-winning results and happy client testimonials, here are some points to consider when comparing companies:

Value - A mistake some make is to assume the lowest price equals the best value. This is almost never the reality. HTS prides itself on delivering the best value for your hard-earned money, even when the proposed system(s) are not the lowest price compared to competing bids. We will back up this claim with an objective review of any competing proposed system(s) and can point out the differences so you know what you are **really** getting. There is no point in choosing the lowest bid and be left with a system that is so difficult to control it is never used. "The bitterness of poor quality is remembered long after the sweetness of low price has faded from memory." - *Aldo Gucci*

Open Communication – HTS prides itself with having sales designers with a strong command of electronic systems technology, but we don't use complicated industry jargon when speaking with you. We understand it is not the audio-video and integration components themselves you care about, but what they can **do** for you. Feel free to ask as many

questions as you like; we want you to feel 100% comfortable with the decisions you will ultimately make about the electronic aspects of your home.

Sensitivity to Budget – Nobody likes to be oversold! We will specify solutions that are appropriate for your budget and performance expectations. We forge long-lasting, friendly relationships with our clients and are here to be **your** technology concierge, your helpful consultant. With the wide variety of brands we carry, within reasonable expectations we can engineer a system to fit your budget.

Easy to Use – HTS designs home and business systems that are easy and intuitive to use. Period!

Expertise – HTS employs a small team but with very specialized design and engineering, project management, installation, programming, IT, and service experience. HTS employs [CEDIA](#) certified engineers and installation staff.

Design-Minded – HTS has years of experience with top architects, interior designers, and general contractors to seamlessly integrate electronics into your home or business. We commonly hide electronics and audio/video systems so they do not interfere with the décor of your home. With a specialized project management team, HTS proactively coordinates installation with many subcontractors for a more efficient installation with fewer change orders.

Licensed and Insured – HTS carries a NC Electrical License (28593-SP/LV) and a NC Alarm License (2122-CSA). HTS is all insured and bonded. A copy of the insurance certificate can be found here: http://www.hometechnologysolutions.com/support/support_docs/

Sticking to our Word – HTS proposals, like this one, are accurate and thorough from the beginning. Too many audio video installation companies entice you with an incomplete or unrealistic proposal at a low price to win your business, then proceed with many change orders later on that cost you considerably more than expected. We deliver on our budget!

Reputation – This is the best part... HTS currently holds the following:

- Angie's List Super Service Award (for 2012 and 2010)
- Straight A's with Angie's List
- Control4 Gold Dealer Award (for 2011 through 2015)
- Straight FIVE stars on Service Magic
- FIVE stars on Home Advisor
- An A+ with the Better Business Bureau
- And hundreds of testimonials

YOUR PROPOSAL

We would like to thank you for the opportunity to bid on your installation. Following you will find a very detailed proposal that covers all of the equipment and labor. Please do not hesitate to contact us to discuss and make changes as required.

Town Hall AV Installation v1a

LOBBY

SST will install a 65" LED TV on the wall in the lobby. Display will be connected to the content being displayed in the auditorium. Additionally, a local HDMI connection will provide the capability to display a local source.

The display also has a USB connection on the side for local digital content from a USB stick.

Entertainment & Lifestyle

- 1 65-Inch 4K HDR Ultra HD TV (2016 model)
Sony XBR65X850D
One of the most popular 4K TV screen sizes is 65". It's not easy to produce a picture that big with lifelike detail and depth and natural-looking colors, but Sony's 65" Ultra HD XBR-65X850D delivers every time you turn it on. The screen is built on a foundation of 8+ million pixels, and Sony's upgraded contrast and color technologies make every pixel work smarter. The result is a TV picture with serious pop.

Infrastructure

- 1 Strong™ Fixed Mount - 36-60in Flat-Panel TV (Blk)
Strong by SnapAV SM-F-L
Strong™ Large Fixed Mount for 36-60 in. Flat-Panel TVs (Black)
- 1 Binary™ Single CAT5e/6 HDBaseT Extender (230 ft.)
Binary by SnapAV B-500-EXT-230-RS
Binary™ Single CAT 5e/6 HDMI Extender (230 ft), Bi-directional IR, RS 232 and POC

Area Labor & Equipment Total \$3,346.00

BACK ROOM

SST will install two 80" LED displays on the back of the auditorium.

Both displays will show the same content as the main screen. And both displays will also have a local HDMI connection under the display.

Entertainment & Lifestyle

- 2 80" LED Display
Sharp LC-80UH30U
With picture quality befitting a flagship model, everything you view on the AQUOS UH30 will look amazing, no matter the source—including streaming 4K UHD. See more vibrant and diverse color with SPECTROS™ Rich Color Display, which gives you a 21% wider color spectrum than conventional LED. With more shades of red and green, you experience more realistic landscapes, lush nature scenes and natural skin tones.

Infrastructure

- 2 Strong™ X-Large Fixed Mount for 55-70in TV (Black)
Strong by SnapAV SM-F-XL
Strong™ X-Large Fixed Mount for Most 55-70 in. Flat-Panel TVs (Black)
- 2 Binary™ Single CAT5e/6 HDBaseT Extender (230 ft.)
Binary by SnapAV B-500-EXT-230-RS
Binary™ Single CAT 5e/6 HDMI Extender (230 ft), Bi-directional IR, RS 232 and POC

Area Labor & Equipment Total \$10,707.00

AUDITORIUM

SST will install a new 6k to 8k lumens laser projector and a new 216" motorized screen which will mount on the wall under the current motorized screen. The client has the option of building a wood soffit or valance to cover the screen.

The screen will be motorized to drop automatically when the projector is turned on.

Entertainment & Lifestyle

- 1 6,000 Lumens, WUXGA, single-chip DLP Laser Projector
Barco PGWU-62L
*Producing a noise level of just 35dB, the Barco laser phosphor projectors are the quietest laser phosphor projectors currently available. * Designed for fixed installation, the compact and lightweight PGWU-62L projector features WUXGA resolution (1,920 x 1,200). Its laser phosphor light source offers long lifetime, low maintenance (no lamps, no filters) and great color performance.*
- 1 G lens (1.52-2.92 : 1)
Barco R9832756
- 1 216" Electric Motorized Projectiopn Screen
Vutec L1CA120-191PRW1PRW1
Vutec Corporation is one of the world's leading video projection screen manufacturers. The company began blazing trails in the 1970s with the development of bright curved screens and maintained its vanguard position with a host of patented and patent-pending products including PrismaTec, a rear projection screen system, and a variety of motorized screens, including ceiling mounted, recessed and rising arm formats.

Infrastructure

- 2 Binary™ Single CAT5e/6 HDBaseT Extender (230 ft.)
Binary by SnapAV B-500-EXT-230-RS
Binary™ Single CAT 5e/6 HDMI Extender (230 ft), Bi-directional IR, RS 232 and POC

Area Labor & Equipment Total \$24,136.16

RACK SYSTEM

At the rack, SST will install the necessary splitters to send one local HDMI from a computer to the projector and all three other displays.

Additionally, while in the rack, SST will clean up the existing rack and remove obsolete unneeded equipment.

Infrastructure

- 1 Binary™ 1x4 HDMI Splitter Version 1.3
Binary by SnapAV B-220-HDSPLTR-1x4
This product features HDMI 3D support with LED indicators and versatile mounting options.

- 1 HDMI Audio DeEmbedder
Kramer FC-46XL
The Kramer Electronics FC-46XL HDMI Audio De-Embedder de-embeds the audio signal from its HDMI input or from the HDMI output audio return channel and outputs the audio to S/PDIF, TOSLINK and stereo 3.5mm simultaneously.

Area Labor & Equipment Total

\$1,197.76

AUDIO SYSTEM

OPTIONAL: SST will replace the 12 current goose neck microphones.

Entertainment & Lifestyle

- 12 15.75" Flexible Gooseneck Condenser Microphone *
Sennheiser MEG 14-40
OPTIONAL: This microphones are NOT included in the proposal pricing. Microphones are \$179 each if you would like to include.

The Sennheiser MEG 14-40 gooseneck microphone gives you the unobtrusive flexibility you need for lectures and seminars. A streamlined 15.75" gooseneck brings the MEG 14-40's condenser element close to your face, allowing you to maintain an upright posture while speaking directly into the microphone. The MEG 14-40 also features Sennheiser's high-performance KE10 microphone capsule. This capsule's cardioid pickup pattern provide excellent unidirectional reception while preventing off-axis noise from interfering with your presentations and keeping feedback at bay.

Area Labor & Equipment Total

\$0.00

PROJECT SUMMARY

Equipment Total	\$32,540.67
Cable & Hardware	\$500.00
Programming	\$50.00
Installation Total	\$6,296.25
Tax	<u>\$2,395.45</u>
TOTAL	\$41,782.37

Product Details



65-Inch 4K HDR Ultra HD TV (2016 model)

XBR65X850D

One of the most popular 4K TV screen sizes is 65". It's not easy to produce a picture that big with lifelike detail and depth and natural-looking colors, but Sony's 65" Ultra HD XBR-65X850D delivers every time you turn it on. The screen is built on a foundation of 8+ million pixels, and Sony's upgraded contrast and color technologies make every pixel work smarter. The result is a TV picture with serious pop. **Error! Hyperlink reference not valid.**

Dimensions:



Strong™ Fixed Mount - 36-60in Flat-Panel TV (Blk)

SM-F-L

Strong™ Large Fixed Mount for 36-60 in. Flat-Panel TVs (Black) <http://www.snapav.com/p-588-SM-F-L.aspx>

Dimensions:



80" LED Display

LC-80UH30U

With picture quality befitting a flagship model, everything you view on the AQUOS UH30 will look amazing, no matter the source—including streaming 4K UHD. See more vibrant and diverse color with SPECTRO™ Rich Color Display, which gives you a 21% wider color spectrum than conventional LED. With more shades of red and green, you experience more realistic landscapes, lush nature scenes and natural skin tones. **Error! Hyperlink reference not valid.**

Dimensions:



Strong™ X-Large Fixed Mount for 55-70in TV (Black)

SM-F-XL

Strong™ X-Large Fixed Mount for Most 55-70 in. Flat-Panel TVs (Black) <http://www.snapav.com/p-658-SM-F-XL.aspx>

Dimensions:



6,000 Lumens, WUXGA, single-chip DLP Laser Projector

PGWU-62L

Producing a noise level of just 35dB, the Barco laser phosphor projectors are the quietest laser phosphor projectors currently available.* Designed for fixed installation, the compact and lightweight PGWU-62L projector features WUXGA resolution (1,920 x 1,200). Its laser phosphor light source offers long lifetime, low maintenance (no lamps, no filters) and great color performance.

Error! Hyperlink reference not valid.

Dimensions:



G lens (1.52-2.92 : 1)

R9832756

Error! Hyperlink reference not valid.

Dimensions:



216" Electric Motorized Projectiopn Screen

L1CA120-191PRW1PRW1

Vutec Corporation is one of the world's leading video projection screen manufacturers. The company began blazing trails in the 1970s with the development of bright curved screens and maintained its vanguard position with a host of patented and patent-pending products including PrismaTec, a rear projection screen system, and a variety of motorized screens, including ceiling mounted, recessed and rising arm formats. **Error! Hyperlink reference not valid.**

Dimensions:



Binary™ Single CAT5e/6 HDBaseT Extender (230 ft.) **B-500-EXT-230-RS**

Binary™ Single CAT 5e/6 HDMI Extender (230 ft), Bi-directional IR, RS 232 and POC
<http://www.snapav.com/p-1326-B-500-EXT-230-RS.aspx>
Dimensions: -w -h -d



Binary™ 1x4 HDMI Splitter Version 1.3 **B-220-HDSPLTR-1x4**

This product features HDMI 3D support with LED indicators and versatile mounting options.
<http://www.snapav.com/p-1260-B-220-HDSPLTR-1x4.aspx>
Dimensions: -w -h -d



HDMI Audio DeEmbedder **FC-46XL**

The Kramer Electronics FC-46XL HDMI Audio De-Embedder de-embeds the audio signal from its HDMI input or from the HDMI output audio return channel and outputs the audio to S/PDIF, TOSLINK and stereo 3.5mm simultaneously. **Error! Hyperlink reference not valid.**
Dimensions:



15.75" Flexible Gooseneck Condenser Microphone * **MEG 14-40**

OPTIONAL: This microphones are NOT included in the proposal pricing. Microphones are \$179 each if you would like to include.

The Sennheiser MEG 14-40 gooseneck microphone gives you the unobtrusive flexibility you need for lectures and seminars. A streamlined 15.75" gooseneck brings the MEG 14-40's condenser element close to your face, allowing you to maintain an upright posture while speaking directly into the microphone. The MEG 14-40 also features Sennheiser's high-performance KE10 microphone capsule. This capsule's cardioid pickup pattern provide excellent unidirectional reception while preventing off-axis noise from interfering with your presentations and keeping feedback at bay. **Error! Hyperlink reference not valid.**
Dimensions:

ACCEPTANCE

If the cost and scope of this proposal are acceptable, please initial all pages of this agreement and sign and date the last page. Return a copy of all pages of this agreement to the address, fax, or email listed on the signature page. This signed document will constitute the contract for HTS to order your components and invoice for the deposit or retainer as specified herein. The deposit/retainer required would be a percentage of the total amount above and due upon acceptance and signing of this agreement. Refer to the Terms section of this agreement for an explanation of applicable terms. The remainder of the balance would be invoiced as specified in the payment terms section of this agreement. The final balance would be due upon system completion. Terms are net upon presentation of invoice.

Thank you for the opportunity to prepare this proposal for you. Please contact your salesperson if you have any questions regarding any aspect of this proposal. We hope you will sign this proposal in which event HTS and you will have an agreement.

TERMS

Excluding all New Construction projects where the job will progress in stages during construction, the following terms apply:

- 10% of the total contract amount PLUS 100% of the System Design fee, if applicable from above, is DUE with the signing of this agreement
- 100% of all Components and/or Equipment, or 50% of total contract, whichever is larger, is DUE PRIOR to ordering of equipment
- All remaining charges equaling 90% of the total contract amount is DUE PRIOR to final installation
- Balance (10%) is DUE upon **substantial completion** of the installation

For New Construction projects or other projects where the job will progress in stages, the following terms apply:

- 10% of the total contract amount PLUS 100% of the System Design fee, if applicable from above, is DUE with the signing of this agreement
- 25% of the total contract amount is DUE 30 days PRIOR to Rough-in Wiring
- 45% of the total contract amount is DUE 60 days PRIOR to Trim-out Installation
- 15% of the total contract amount is DUE 60 days PRIOR to The Final Installation
- Balance (5%) is DUE upon substantial completion of the installation

NOTES:

- Some exceptions to the above TERMS may be made in certain situations.
- All payments are invoiced and DUE as explained above on the date of the invoice. These are not NET terms except if previously agreed in writing or documented herein. Payment is due as and when indicated above.
- Any change orders after the signing of this contract, are payable 90% upfront prior to equipment being ordered and/or work commencing.

PAYMENT TYPES ACCEPTED

Home Technology Solutions accepts personal checks, company checks, money orders, most major credit cards, and PayPal®. If using checks there is a \$35.00 return check fee if a check is returned unpaid for any reason. If using a credit card, Home Technology Solutions retains the right to automatically charge past due invoices to any credit card used previously if an invoice remains unpaid for more 15 days from due date.

CONDITIONS

This proposal is a complete package, including design, wiring, equipment, installation, and coordination of plans with architects, builders, decorators, electricians, and cabinetmakers. Home Technology Solutions, Inc. assumes no

responsibility for damages, either direct or consequential that may result from accidents associated with the design, installation and operation any of the systems listed herein.

Unless otherwise specified, this proposal is valid for 15 days from the date on the cover page. However, if Sony or Samsung products (including, but not limited to TVs), the price of these items are valid ONLY for the week ending the Friday following the date of the proposal. Sony and Samsung pricing can change weekly. Home Technology Solutions cannot provide refunds for price changes on Sony or Samsung equipment after the signing of this proposal.

After the proposal is signed, any changes to this agreement will be handled with change orders and will be submitted in writing for approval.

If/when change orders are written, the terms for all change orders is 90% payable with the signing of the change order. In some cases a change order can cause delays to the project, additional installation fees, and additional design and programming fees.

Responsibilities of others. Rough-in of basic Cable TV (CATV) wiring is only included as shown. Line and high voltage electrical wiring and cabinetry are to be supplied by others, unless expressly specified otherwise in a writing signed by HTS and customer. Cable TV service connection shall be done by others. Any "pre-wire only" locations do not include termination of wiring or wall outlets except a blank plate. Cabinetry must be adequate to fit this equipment and drawings must be submitted for our approval. Media cabinets must provide adequate ventilation to dissipate the heat of electronic equipment. In some cases, quiet fans may be needed for ventilation at additional charges. Any conduits or trenching required to bury outdoor cabling (including Satellite and Cable Company wiring) are not included and will be provided by others, unless expressly specified otherwise in a writing signed by HTS and customer.

Electronics manufacturers regularly update their product offerings. In our efforts to provide you with the very latest technology, we reserve the right to substitute the most up to date models available at the time of installation.

WARRANTIES, SERVICE, AND MISCELLANEOUS CONTRACT TERMS

Standard Warranty. Subject to the Terms and Conditions set forth herein, the provisions of this Contract's Warranty provides coverage against failure of **HTS' installation** commencing at 12:01 a.m. on the date the final installation is completed and ending at 12:01 a.m. **ninety (90) days thereafter**, unless this installation is covered under a Client Care Agreement (see "Client Care Agreement" in Appendix "A" below). This Warranty provides coverage only for the Services the services/installation provided by HTS. All products and components installed by Home Technology Solutions have a separate manufacturer Warranty and this Service Warranty is not an extension of the manufacturer product Warranty. Product manufacturer warranties vary by product from one year to lifetime. HTS is not responsible for any fault of others or any Acts of God. HTS is also not responsible for any warranty if customer has not paid as agreed herein including the final payment due upon installation being substantially complete.

Equipment Extended Warranty. For certain installations and packages HTS may recommend an equipment extended warranty that will provide additional replacement and repair protection for certain components. This extended warranty is provided by a third party and covers the equipment/electronics. Refer to the terms and conditions of that warranty for additional information on its coverage and pricing.

Client Care Program (Appendix A). If selected, with an annual agreement, HTS will provide (and strongly recommend in most cases) options for long-term support of the installations performed. Client Care packages range from a basic warranty past the standard 90-days to; enhanced ongoing preventive maintenance, remote support, after-hours support, pre-paid labor, discounted equipment purchases, firmware and software maintenance and much more. The Client Care Agreement options are priced on a percentage (%) of the total contract amount. Refer to the Client Care Agreement information on Appendix "A" of this document. The Client Care Agreement price is based on the total contract amount of this proposal \$41,782.37, plus any and all change orders going forward.

Governing Law and Forum. The validity, construction and effect of this agreement shall be governed by the laws of the state of North Carolina, and HTS and customer hereby consent to the exclusive jurisdiction of the courts of the state of North Carolina for resolution of any dispute arising hereunder.

Default; Remedies. In the event of a default hereunder by HTS or customer, each shall have those remedies allowed under the applicable governing law.

Assignment. This agreement shall inure to the benefit of, and shall be binding upon, the respective successors of HTS and customer; provided, however, that neither this agreement nor any interest herein shall be assigned, assumed or transferred by HTS or by customer without the prior written consent of both of them.

Entire Agreement; Modification. This agreement constitutes the entire and complete agreement between the parties hereto and supersedes any prior oral or written agreement between the parties except as subsequently executed in writing by the parties hereto pursuant to this paragraph. It is expressly agreed that there are no verbal understandings or agreements which in anyway change the terms, covenants and conditions herein set forth, and that no modification of this agreement and no waiver of any of its terms and conditions shall be effective unless made in writing and duly executed by the parties hereto.

ACCEPTANCE OF PROPOSAL

I accept this proposal and all terms and conditions herein. I authorize the work to be done and accept responsibility for payments due as listed above:

Client Signature

Authorized Representative
Home Technology Solutions

Date

Date

Print Name

Home Technology Solutions
2925 Senna Drive
Suite 101
Matthews, NC 28105
704.708.5126 (main office)
704.708.5127 (fax)
Sales@HomeTechnologySolutions.com

Phone Number

If payment will be the responsibility of a builder, contractor, or other third party, the following signatures and information are also required.

Authorized Representative

Name and Address

APPENDIX A: ANNUAL CLIENT CARE AGREEMENT

I. AGREEMENT:

This **Client Care Agreement** is an elective option which provides on-going support and preventive maintenance service for your installed system. It is offered to clients as part of a new installation at a fixed price for one or more years of coverage. If selected, it provides all or some of the following services (depending on agreement option selected):

- Ongoing support and maintenance of the installation
- Pre-paid discounted labor for adjustments, tweaks, or system enhancements
- Scheduled and on-request Preventive Maintenance visits
- After hours and weekend support
- Much more

For additional information and detailed terms and conditions on this Client Care Agreement, please visit

http://www.hometechnologyolutions.com/support/support_docs/

II. CLIENT CARE AGREEMENT COMPARISON:

Services	Sub-Services	Description	Standard	Basic	Enhanced	Premier		
Preventative Maintenance	CVAC Cleaning (note 3)	Cleaning of Central Vacuum System and piping with TornadoPower™.		Once per year	2 Times per year	4 times per year		
	Audio/Video Calibration	Recalibrate any audio or video of the system that is supported by HTS.						
	TV Screen Cleaning	Wipe down and clean all TV screens and touchscreens with CLEANSCREEN™.						
	Test All Programing	Test all programming and all buttons to ensure everything is still working as installed.						
	Re-Adhere Items	Re-adhere any emitters, antennas or IR-blocks that may have come loose.						
	Replace Batteries (note 4)	Replace any disposable batteries in remotes, blinds or any items installed by HTS.					✓	✓
	Firmware Updates	Update firmware on any HTS supplied components.						✓
Remote Management ¹	Auto Reboots	Set system to auto reboot certain devices based on specific scenarios.			✓	✓		
	Manual Reboots	Reboot certain devices manually if operation of device has failed.				✓		
	System Monitoring	Monitor system performance and any power failures.			✓	✓		

¹ Remote Management, automated, and system reboots may require installing or upgrading certain smart power and network components in the system which may not currently included in this proposal. If client is interested in this feature of the Client Care, please contact HTS for more information.

	System Logging	Keep records of any failures in the system and provide a quarterly report to the client.			✓	✓
Services	Sub-Services	Description	Standard	Basic	Enhanced	Premier
On-Site Support	Within 1 Week	Come out to the home within 1 week of phone call.	✓	✓	✓	✓
	Within 2 Business Days	Come out to the home within 2 business days of phone call.				✓
Phone Support	Monday-Friday (8:00-5:00)	Phone support available Monday-Friday during normal business hours.	✓	✓	✓	✓
	Saturday-Sunday (8:00-5:00)	Phone support available Saturday and Sunday from 8:00-5:00.				✓
Prepaid Labor	Prepaid Labor	Set amount of labor hours given to client for their preference.			2 Hours	5 Hours
Support Services	Defective Equipment Support	Replacement of equipment because of defect.	✓	✓	✓	✓
Equipment Discounts	Discount On Replacement Equipment	Discount on replacement equipment.		3%	5%	10%
Labor Rate	Labor Rate going forward	During agreement period, labor rate to additional work.	\$105	\$95	\$90	\$85
Transferable To New Homeowner If Home Is Sold	Client Care Program transferable to new homeowner if home is sold.	Client Care Program transferable to new homeowner if home is sold.			✓	✓
Security Monitoring	Security Monitoring	Discounted cost on monthly security monitoring charges ²			10%	20%
Control4 4Sight	Control4 4Sight	Control4 4Sight license ³				✓
			Standard	Basic	Enhanced	Premier
Annual Price (% of total Contract Amount)			2%	3%	5%	7%
Installation Contract Amount			\$41,782.37	\$41,782.37	\$41,782.37	\$41,782.37
Annual Cost of Client Care Agreement (if paid upfront)			\$ 835.65	\$1,253.47	\$2,089.12	\$2,924.77
Down Payment (if paid in monthly installments)			\$ 170.47	\$ 258.22	\$ 438.72	\$ 625.90
10 Monthly Installments			\$ 68.46	\$ 103.91	\$ 177.24	\$ 253.87

² Security monitoring discount requires a monitored security system from HTS.

³ Control4 4Sight license requires a Control4 system.

CLIENT CARE ACCEPTANCE

Please initial **acceptance or rejection** of the following options acknowledging your selection of this client care agreement. If accepting, please enter the agreement selection (Standard, Basic, Enhanced, or Premier) you are accepting.

I would like to select the (STANDARD, BASIC, ENHANCED, or PREMIER) Client Care Agreement for year(s) from the date of installation.

I would prefer to pay the Client Care Agreement in (Select one):

FULL AMOUNT UP FRONT

DOWN PAYMENT plus 10 MONTHLY INSTALLMENTS

I am not interested in signing up for a Client Care Agreement at this time. I understand that although all of the equipment sold and installed as part of this proposal carries a manufacturer warranty which ranges from a minimum of 1 year to lifetime warranty, the Home Technology Solutions **installation** is only warranted for 90 days from the date of installation. Any service calls, training requirements, or other services requested from Home Technology Solutions after 90 days will incur normal service charges.

EFFECTIVE DATE:

This Client Care Agreement, if selected, will be effective the day of final installation and will be in force, unless cancelled, for the number of years selected above.

PRICING and DEPOSIT

The Client Care Agreement is invoiced as follows. A 20% deposit (of the total Agreement Price selected) will be invoiced along with the final invoice for installation. The remaining balance will be invoiced in equal 10 monthly installments during the length of the agreement.

ACCEPTANCE:

Your signature below indicates your acceptance of the extended Client Care Agreement and the terms and conditions located at http://www.hometechnologiesolutions.com/support/support_docs/

Client Signature

Date