



ELAN Programming Services Scope of Work

The following information is an overview of ELAN Programming Services and will serve as an introduction to what the service entails and how to proceed with obtaining ELAN Programming Services. Included with this document are the following additional documents:

ELAN Programming Services Disclaimers

ELAN Programming Services Programming Estimate Worksheet

ELAN Programming Services provide remote programming for ELAN's award winning g! Systems. Please review this document as well as the Disclaimer page. If you determine ELAN Programming Services can fulfill your needs please complete the Programming Estimate Worksheet and send it to programming@ELANhomesystems.com. Your Worksheet will be reviewed and an estimate packet will be returned to you. This estimate packet will include:

- *ELAN Programming Services Programming Estimate (# of hours)- Contract - PO*
- *ELAN Programming Services Disclaimers (Signature Page)*
- *ELAN Programming Services System Design Workbook*
- *ELAN Programming Services System Checklist*

ELAN Programming Services are billed at one rate:

ELAN Programming 1 Hour Block: \$100

An order will be generated once you return signed copies of each of the above documents. ELAN Programming Services is offered on a prepay basis only. Once payment has been received, an ELAN Programming Services programmer will contact you to schedule a programming time.

If during programming, the job exceeds the original design estimate, an estimate for additional work will be provided and the same procedures will be followed. Upon completion of programming an ELAN Programming Services Completion Form will be forwarded to you, which must be signed and returned.

ELAN Programming Services - Standard Services Provided

1. Remotely Connecting to System
2. Installing latest software
3. Install / activate licenses and Apps
4. Configure Subsystem Connectivity
5. Verify Sub-system Communication
6. Create Standard Control Pages for Subsystems
7. Configure Viewers
8. Basic Event Mapping
 - a. Basic is defined as event maps needed for standard operation of the system (ex – source turn on or doorbell screen flip)
 - b. Most systems require fewer than 10 basic event maps

ELAN Programming Services - Optional Services Available

These are not considered to be included in a basic programming estimate. Some optional service programming will be billable regardless of whether the end result delivers upon expectations or not (ie time spent creating a serial driver that can't be made to work is still billable).

1. Custom Home Pages
2. Custom Sub-system pages
3. Network Setup
 - a. May require dealer to have a computer onsite and custom software installed for programming access to internal network
4. Advanced Event Mapping
5. Custom Serial Control
6. Custom Content
 - a. NAS Music, Photos, DVR App
 - b. Custom Channel Lineups
 - c. May require dealer to have a computer onsite and custom software installed for programming access to internal network
7. IR Learning

Optional services can be included in an initial programming estimate, or can be estimated / contracted separately.

Thank you for your interest in ELAN Programming Services!

Disclaimers

1. What is not included in Programming Estimate:
 - a. The programming estimate is meant to provide (as accurately as possible) the amount of time needed to program the system to an operational level. Any programming time spent trying to resolve control problems that are determined to be product or connectivity related will not be 'deducted' from programming time.
 - b. Programming estimate does not include ongoing customization and modification, or overly elaborate expectations. It is expected the dealer will manage the expectations of the end user regarding what is included in the system, and what is additional customization. For example, a few pages of lighting control (if requested) can be

expected to be included in a lighting programming estimate, but placing multiple lighting scene buttons on every media page would not be part of a standard programming estimate. This similarly applies to, but is not limited to, items such as extensive event mapping, multiple custom interfaces, and similarly extensive or complex customizations (an estimate can be provided for programming of this nature).

2. Custom Serial Drivers

- a. Any time spent attempting to create any customized serial drivers will be billable as programming time, regardless of the end result. If we are unable to provide a working driver for a product, the dealer must pay for the time spent in attempting to create it. We cannot guarantee the level of functionality of customized drivers, nor will we refund for time spent trying to create one.

3. Non-supported Products

- a. If a dealer requests integration of non-supported products, we cannot guarantee the final results. We will attempt to counsel the dealer as to the likelihood of the non-supported product's functionality prior to beginning attempting integration, but the dealer accepts responsibility for all time spent attempting to integrate the product.

4. Timeliness

- a. We will do everything in our power to make sure that our programming timelines are met. Similarly, we expect the installation is ready to go once programming starts. Any programming time lost due to the lack of the installation's preparedness is the dealer's responsibility.
- b. If programming time needs to be rescheduled, the dealer must inform the programmer at the earliest possible time, and we will do our best to accommodate the request. However, if a scheduled programming block is cancelled, dealer must maintain reasonable expectations for rescheduling.

5. IR devices

- a. IR codes may or may not be available for us to use. We may need the dealer to use the IRL2 learner to learn the codes into the Configurator software so that we may assign them to the correct buttons. Learning, searching the net for IR codes to use is considered programming time. As an option you may learn the codes in and export them and send to us via e-mail. We have no way to test them other than when you do your complete testing of all system commands. Some IR codes may require us to "Tweak them." In this case we may have to be on the phone with someone at the job site to test with. IR code troubleshooting is considered programming time.