

Homeline Maintenance Information Sheet

- No longer available for new customers on or about 4/1/21

Product Description:

enTouch Home Line Maintenance is an optional service that covers the labor and equipment cost for inside wiring and alarm equipment previously installed to our specifications.

What HLM Covers:

HLM:

- Replacing out of builder warranty non-camera alarm equipment installed by the builder or enTouch.
 - Does not cover specialty keypads (i.e. Honeywell Tuxedo)
- Replacing inside wiring for telephone and alarm equipment installed by the builder or enTouch.
- Replacing alarm batteries (\$50 value).
- Replacing damaged coaxial/Ethernet ports.

HLM Video:

- Replacing residential video cameras professionally installed and designed for residential use
- Skybell Doorbell Camera is eligible for this service

Product Benefits:

This product allows the customer to pay a small monthly charge to maintain their system rather than paying unplanned replacement costs when alarm equipment stops working.

Trip fees can be \$50 per visit plus equipment needed. Wiring work when needed can cost the customer \$79 per hour.

Product Cost:

En-Touch Systems' Home Line Maintenance Plan cost \$4.50 per month with a 12 month minimum.

HLM video is just a \$1 add on to regular Home Line Maintenance. Customers also have the option to have HLM Video by itself at \$1.95. Both options require a 12 month minimum.

Restrictions and Dependencies:

- HLM must be on account for at least 30 days before using.
- Installation of new jacks or an upgrade to any wiring system is not a repair issue, is not covered under this plan and is, therefore, subject to normal service fees and hourly charges.
- Any equipment that connects to the inside wiring are not covered under this plan with the exception of alarm equipment installed by original home builder or enTouch.
- Intentional tampering with the inside wiring voids coverage.
- Home Line Maintenance will not cover wires that run from the main residence to a detached structure on the same premises.
- Damage to inside wiring that has occurred due to natural disaster (Such as floods or lightning damage) or severe damage to home (requiring reconstruction of any part of home) is excluded from this plan.
- Customers may subscribe to this plan only for the services provided by En-Touch Systems, Inc.
- En-Touch Systems, Inc. reserves the right to cancel service for any reason.
- Alarm battery replacement is not a repair issue, **HOWEVER IS NOW** covered under the plan.
 - Without HLM, Battery pickup is \$17 and Battery drop off/install is \$50.
- Repeat trips more than twice for the same reason that are customer caused will waive coverage
- HLM must be kept on account for 12 months from Service Order effective date
- If HLM and HLM Video added at different times, 12 month requirement end date is not shared.