

Lyric 2.0 Thermostat Maintenance Plan

enTouch offers a maintenance plan specially designed for the Lyric 2.0 thermostat. The Lyric maintenance plans protect thermostats that have stopped functioning due to normal wear and tear.

Cost and Length of Coverage:

The Lyric Maintenance Plan has two payment options. Customers can pay a one-time payment of \$45 and this protects the thermostat for three years. Customers also have the option of a \$2.50 monthly payment with a 12 month minimum.

Payment Option	Length of Protection
\$45 one-time charge	3 years
\$2.50 monthly	Ongoing protection while \$2.50 is being paid per bill cycle

What Lyric 2.0 Thermostat Maintenance Plan Covers:

The Tuxedo Maintenance Plan will cover specialty keypads that have stopped functioning due to normal wear and tear.

Items Tuxedo Maintenance Plan Does NOT Cover:

- Deliberate or negligent damage, i.e. person is swinging an object around home and accidentally breaks thermostat.
- Damage caused by pets or wildlife
- Customer attempting to use thermostat in a manner inconsistent than keypad's intended use.
- Damage caused by flooding and/or other natural disasters.
- Damage caused by equipment in customer's home, i.e. upstairs water heater breaks and floods thermostat on first floor.

Restrictions:

- Customer cannot use within 30 days of adding to account.
- Not transferable between accounts
- Not available for new customers on or about 4/1/21